



# Agenda - Final revised

## Capital Metropolitan Transportation Authority

### Board of Directors

2910 East 5th Street  
Austin, TX 78702

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**Monday, February 23, 2026**

**12:00 PM**

**Rosa Parks Boardroom**

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

**I. Call to Order**

**II. 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 December 17, 2025 board meeting.
2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Convergent Technologies LLC. for the installation of cameras at 67 rail crossings and 2 rail control points for an amount not to exceed \$747,165.
3. Approval of a resolution ratifying a contract with Tyler Technologies for Enterprise Permitting & Licensing software implementation, licensing, maintenance and support services, with a base term of one (1) year and four (4) option years, in a total amount not to exceed \$796,180.

4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Terracon Consultants, Inc. for Construction Materials Testing & Geotechnical Engineering Services on a task order basis for a base period of three (3) years with two (2) option periods of twelve (12) months each for a total amount not to exceed \$4,030,023.
5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Cyclone Technology, LLC, for the purchase of two (2) yard scrubbers in an amount not to exceed \$388,673.
6. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Cy'Services & Landscaping Solutions LLC to provide landscaping services for a base period of one (1) year and three (3) one-year options for an amount not to exceed \$1,306,596.
7. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract modification with Motorola Solutions, Inc. to purchase additional hand radios, mobile radios, and radio consoles in support of the CapMetro Transit Police Department in a revised total amount not to exceed \$2,242,601.
8. Approval of a resolution appointing Brandon Fahy to the Public Safety Advisory Committee.
9. Approval of a resolution appointing Bart Williamson to the Access Advisory Committee.
10. Approval of a resolution appointing Jose Vasquez to the Public Safety Advisory Committee.

**VII. Action Items:**

1. Approval of a resolution adopting amendments to CapMetro's Fare Policy and Fare Structure and approving the Title VI Fare Equity Analysis related to eliminating the Day Pass on June 1, 2026, with the replacement of fare collection equipment.
2. Approval of a resolution ratifying a contract with The eConsortium Group for the renewal of the Cisco Security Enterprise Agreement, with a term of five (5) years, in a total amount not to exceed \$719,088.
3. Approval of a resolution ratifying a contract modification with Capital Excavation, Inc. for the Goodnight Ranch Park and Ride construction to increase the original Board authorized amount of \$6,107,554 by \$350,000, for a new total not-to-exceed amount of \$6,457,554.

4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an Interlocal Agreement (ILA) between CapMetro and participating entities in support of CapMetro’s participation in the formation of the Central Texas Construction Partnership Program (CPP) for regional traffic management for a 2-year period for an amount not to exceed \$411,150.
5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with TD Industries for HVAC equipment replacement at 2910 East 5th Street, Austin, Texas 78702 in an amount not to exceed \$657,000.
6. Approval of a resolution confirming the appointments to the Finance, Audit and Administration Committee and Operations, Planning and Safety Committee, and confirming appointments of Chairs for both Committees for 2026.

**VIII. Discussion Items:**

1. Update on Transit Amenities, New Transit Amenity Dashboard, and Bus Stop and Station Maintenance

**IX. Report:**

1. President and CEO Monthly Update - February 2026

**X. Memos:**

Note: Memos are for information only. Will not be discussed at meeting.

1. Memo: Proposed June 2026 Service Changes (January 29, 2026)
2. Memo: Demand Response Alternative Service Delivery Procurement (February 16, 2026)
- \*3. Memo: CapMetro Transit Police 2025 Racial Profiling Report (February 19, 2026)

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

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

*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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Board of Directors

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

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

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Customer Satisfaction Advisory Committee (CSAC)

**Capital Metropolitan Transportation Authority**

**Joint Access and Customer Satisfaction Advisory Committee (CSAC) Meeting**

**Wednesday, January 14, 2026**

**6:00PM**

***Virtual Presentation***

**CapMetro Employees:** Peter Breton, Licelda Briones, Kenneth Cartwright, Louise Friedlander, Art Jackson, Martin Kareithi, Julie Lampkin, Sara Sanford, Kris Turner, Patricia Williams.

**Supporting Staff:** Emma Fricker.

**Access Committee Members:** Andrew Bernet, Mike Gorse, Paul Hunt, Ricardo Leon, Steven Salas.

**CSAC Members:** Dominic DeNiro, David Foster, Betsy Greenberg, Benjamin Lombardo, Fangda Lu, B. J. Taylor, Diana Wheeler.

**Guests:** Ruven Brooks, Pedro Hernandez Jr., Claudia Rubio.

***Meeting called to order at 6:09 PM***

**Welcome / Introductions / Call to Order**

*Chair Hunt and Chair Foster*

**Public Communications**

**Fangda Lu, Claudia Rubio, and Steven Salas** provided public communications.

**Staff Updates**

*Community Engagement*

**Capital Construction Portfolio Update**

*Kenneth Cartwright, VP of Facility Management and Capital Construction*

Participated in Discussion / Q&A:

**Peter Breton, Paul Hunt, David Foster, Art Jackson, Fangda Lu, and B.J. Taylor.**

***Meeting adjourned at 7:03 PM***

**Capital Metropolitan Transportation Authority  
Customer Satisfaction Advisory Committee (CSAC)  
Wednesday, February 11, 2026  
6:00 PM  
Virtual Presentation**

**CapMetro Employees:** Brian Alejandro, Peter Breton, Licelda Briones, Patricia Williams.

**Supporting Staff:** Emma Fricker.

**Committee Members:** Arlo Brandt, Dominic DeNiro, David Foster, Besty Greenberg, Benjamin Lombardo, Nelson Lin, Fangda Lu.

**Guests:** Ruven Brooks, Pedro Hernandez Jr., Emil J Ottis, Claudia Rubio.

**Meeting called to order at 6:02 PM**

**Welcome / Introductions / Call to Order**

*Chair Foster*

**Approval of the December 2025 minutes** - Benjamin Lombardo / 2<sup>nd</sup> by Dominic DeNiro – passes unanimously.

**Approval of the January 2026 minutes** - Fangda Lu / 2<sup>nd</sup> by Betsy Greenberg – passes unanimously.

**Public Communications**

**Dominic DeNiro, David Foster, Nelson Lin, Emil Ottis, and Claudia Rubio** provided public communications.

**Staff Updates**

*Community Engagement*

**Austin Light Rail Update**

*Austin Transit Partnership (ATP) Staff*

Participated in Discussion / Q&A:

**Yannis Banks, Ruven Brooks, David Foster, Betsy Greenberg, Nelson Lin, Deron Lozano, and Emil Ottis.**

**Meeting adjourned at 7:16 PM**



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

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

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

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Access Advisory Committee

**Capital Metropolitan Transportation Authority**

**Access Advisory Committee**

**Wednesday, February 4, 2026**

**5:30PM**

***Virtual Presentation***

**CapMetro Employees:** Peter Breton, Linda English, Louise Friendlander, Joshua Gutierrez, Art Jackson, Martin Kareithi, Julie Lampkin, Sara Sanford, Randy Slaughtner, Kris Turner, Roberto Velasquez, Chris Westbrook.

**Supporting Staff:** Yannis Banks, Emma Fricker, Deron Lozano, Nick Milum.

**Committee Members:** Andrew Bernet, Audrea Diaz, Mike Gorse, Paul Hunt, Steven Salas.

**Guests:** Mayra Jimenez, Bart Williamson.

***Meeting called to order at 5:32 PM***

**Welcome / Introductions / Call to Order**

*Chair Hunt*

**Approval of the December 2025 and January 2026 minutes – Andrew Bernet / 2<sup>nd</sup> by Steven Salas – passes unanimously.**

**Public Communications**

**Bart Williamson** provided public communications.

**Staff Updates**

*Community Engagement*

*Demand Response*

Participated in Discussion / Q&A:

**Audrea Diaz, Emma Fricker, Paul Hunt, Art Jackson, Martin Kareithi, Julie Lampkin, Steven Salas, Kris Turner, and Randy Slaughter.**

**Austin Light Rail Update**

*Austin Transit Partnership (ATP) Staff*

Participated in Discussion / Q&A:

***Meeting adjourned at 6:32 PM***



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

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

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

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Public Safety Advisory Committee (PSAC)

**Capital Metropolitan Transportation Authority**

**Public Safety Advisory Committee (PSAC)**

**Friday, January 30, 2026**

**11:30AM**

***Virtual Presentation***

**CapMetro Employees:** Peter Breton, Renearl Bowie, Darryl Jamail, Troy Officer, Brian Robinson.

**Committee Members:** Kathryn Kalinowski, Matthew Kojm, Adam Powell, Jason Rosson, Monica Sanchez, Sheena Walter.

***Meeting called to order at 11:38 AM***

**Welcome / Introductions / Call to Order**

*Facilitated by the Staff Liaison*

**Officer Elections**

*Committee Discussion*

**Adam Powell** nominates **Jason Rosson** for the position of Chair, and he accepts.

**Jason Rosson** is elected as Chair unanimously.

**Kathryn Kalinowski** nominates **Matthew Kojm** for the position of Vice-Chair, and she accepts.

**Matthew Kojm** is elected as Vice-Chair unanimously.

**Approval of the December 2025 minutes** – Jason Rosson / 2<sup>nd</sup> by Adam Powell – passes unanimously.

**Public Communications**

**Staff Updates**

*Community Engagement*

**Public Safety & Emergency Management Report (November & December 2025)**

*RenEarl Bowie, Chief of Police*

*Darryl Jamail, Sr. Director of Public Safety and Emergency Management*

**Participated in Discussion / Q&A:**

Jason Rosson.

***Meeting adjourned at 12:11 PM***



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2025-1711

**Agenda Date:** 2/23/2026

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Approval of minutes from the December 17, 2025 board meeting.

# Minutes

## Capital Metropolitan Transportation Authority

### Board of Directors

2910 East 5th Street  
Austin, TX 78702

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Wednesday, December 17, 2025

12:00 PM

Rosa Parks Boardroom

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#### I. Call to Order

12:06 p.m. Meeting Called to Order

**Present:** Travillion, Stratton, Ross, Harriss, Bangle, Qadri, Ellis, and Vela

#### II. Safety Briefing:

#### III. Public Comment:

Deb Miller and Ruby Tyrone provided public comments.

#### 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:

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

**Aye:** Travillion, Stratton, Ross, Harriss, Bangle, Qadri, Ellis, and Vela

1. Approval of minutes from the November 17, 2025 board meeting.

2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with QA Systems to provide and install audio/ visual systems in CapMetro's Administrative Building located at 3100 E. 5th Street, for a term of three (3) months from notice to proceed, in an amount not to exceed \$401,302.
3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with DOCUmentation of San Antonio, LLC for On-Site Business Center Services for a base period of three years and three one-year option periods in an amount not to exceed \$3,313,500.
4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Voya Employee Benefits for medical stop loss insurance for claims above \$225,000, with a base term of one year, in a total amount not to exceed \$988,378.
5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Texas Disposal Systems for Waste and Recycling Services to provide waste disposal, recycling, and composting services for a base period of three years and three one-year option periods in an amount not to exceed \$2,141,409.

## VII. Action Items:

1. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Gillig LLC for the purchase of thirty-seven (37) Gillig hybrid buses in an amount not to exceed \$45,869,418.

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

**Aye:** Travillion, Stratton, Ross, Harriss, Bangle, Qadri, Ellis, and Vela

2. Approval of a resolution approving the CapMetro Public Transportation Agency Safety Plan ("the Plan"), authorizing the President & CEO, or her designee, to finalize and execute the Plan, and setting a program to provide relevant and useful information to the Board of Directors.

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

**Aye:** Travillion, Stratton, Ross, Harriss, Bangle, Qadri, Ellis, and Vela

3. Approval of a resolution appointing six members of the Project Connect Community Advisory Committee (CAC).

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

**Aye:** Travillion, Stratton, Ross, Harriss, Bangle, Qadri, Ellis, and Vela

4. Approval of a resolution electing officers of the CapMetro Board of Directors for 2026.

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

**Aye:** Travillion, Stratton, Ross, Harriss, Bangle, Qadri, Ellis, and Vela

**VIII. Report:**

1. President and CEO Monthly Update - December 2025

**IX. Items for Future Discussion:**

**XI. Adjournment**

12:43 p.m. Meeting Adjourned

**ADA Compliance**

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

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Board of Directors

Item #: AI-2025-1648

Agenda Date: 2/23/2026

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Convergent Technologies LLC. for the installation of cameras at 67 rail crossings and 2 rail control points for an amount not to exceed \$747,165.

**FISCAL IMPACT:**

Funding for this action is available in the FY2026 Capital Budget.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**EXPLANATION OF STRATEGIC ALIGNMENT:** The implementation of a new video camera surveillance system, which will install 67 high-definition cameras at critical rail-road crossings and two rail control points, is essential for supporting CapMetro's strategic priorities of improving safety and enhancing organizational effectiveness. This critical security infrastructure upgrade will provide real-time visual monitoring and irrefutable recorded evidence, serving to deter and document high-risk rail crossing violations, thereby reducing the potential for severe accidents and liability. The video cameras at control points will allow the Rail Operations Control Center (ROCC) to visually verify track and signal conditions, significantly improving operational security and efficiency by minimizing service disruptions and facilitating faster incident response. CapMetro demonstrates its commitment to deploying the necessary resources to mitigate critical risks, promote a safe public experience, and secure valuable rail assets from theft and vandalism.

**BUSINESS CASE:** The investment in the comprehensive rail camera system (67 cameras at crossings and two at control points) is a critical capital expenditure with a significant Return on Investment (ROI) rooted in cost avoidance and operational efficiency, directly supporting CapMetro's commitment to safety and operational effectiveness. By acting as a deterrent to unsafe activity and use as a forensic tool, the system is expected to have a 5-10% reduction in high-cost crossing accidents-savings in liability, legal fees, and equipment repair costs-and a 20-30% reduction in costly theft/vandalism at remote sites. Furthermore, providing real-time visual confirmation to the ROCC will reduce average incident resolution time by supporting faster diagnosis of issues, thereby minimizing service delays. This shift to a proactive, evidence-based safety model for rail crossing makes the investment essential and financially responsible.

COMMITTEE RECOMMENDATION: The item was presented and recommended for approval by the Operations, Planning and Safety Committee on January 14, 2026.

EXECUTIVE SUMMARY: The implementation of 67 high-definition cameras at high-risk rail crossings and 2 rail control points is a crucial investment directly supporting CapMetro's strategic objectives of improving safety and enhancing operational effectiveness. This project's primary business case is risk mitigation, because it will significantly reduce liability exposure and the potential for catastrophic accidents by providing irrefutable evidence of crossing violations, allowing for stronger enforcement and better public education. Furthermore, the visual confirmation capability at control points enhances operational efficiency for the Rail Operations Control Center (ROCC) by enabling faster incident response. The system will also deter theft and vandalism of critical assets.

SBE PARTICIPATION: A 0% SBE goal was assigned to this procurement, which did not include subcontract opportunities.

PROCUREMENT: CapMetro will utilize the Sourcwell cooperative, Contract No. 121024-CTL, held by Convergent Technologies LLC., for Facility Technology Integration & Security System Services, to install cameras at 67 rail crossings and 2 rail control points.

Sourcwell 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 Sourcwell contracts satisfy otherwise applicable competitive bidding requirements.

Pricing to install cameras at 67 rail crossings and 2 rail control points was determined to be fair and reasonable by the Sourcwell organization during its solicitation and award process. The following is Convergent Technologies' pricing for a term of one (1) year from notice to proceed:

DESCRIPTION	Lump Sum Price
Base - Install Cameras at 52 Rail Crossings and 2 Control Points	\$574,994.
Option - Install Cameras at 15 Rail Crossings	\$172,171.
Grand Total for the Base and Option:	\$747,165.

The contract is a fixed price contract.

RESPONSIBLE DEPARTMENT: Public Safety and Emergency Management

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2025-1648**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro Management strive for the timely operation of the transit system, while ensuring the safety and security of employees and customers; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need on install cameras at 67 rail crossings and two rail control points to support operations and ensure safety and security.

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 contract with Convergint Technologies LLC. for the installation of cameras at 67 rail crossings and 2 rail control points for an amount not to exceed \$747,165.

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

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**Secretary of the Board  
Becki Ross**

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Board of Directors

Item #: AI-2025-1689

Agenda Date: 2/23/2026

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**SUBJECT:**

Approval of a resolution ratifying a contract with Tyler Technologies for Enterprise Permitting & Licensing software implementation, licensing, maintenance and support services, with a base term of one (1) year and four (4) option years, in a total amount not to exceed \$796,180.

**FISCAL IMPACT:**

Funding for this action is available in the FY2026 Capital Budget.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**EXPLANATION OF STRATEGIC ALIGNMENT:** The Tyler Enterprise Permitting & Licensing (EPL) system will streamline management of permitting and licensing processes, integrate with GIS and financial systems, and provide enhanced oversight and reporting. This supports CapMetro’s strategic goals by improving service delivery, operational efficiency, and responsiveness to community needs.

**BUSINESS CASE:** CapMetro requires a modern, integrated permitting and licensing solution to replace legacy systems and manual processes. Tyler EPL offers robust automation, data conversion, electronic plan review, and integration capabilities, enabling improved project visibility, compliance, and customer service. The multi-year contract ensures continuity and cost savings through Sourcewell discounts.

**COMMITTEE RECOMMENDATION:** The item was presented and recommended for approval by the Operations, Planning & Safety Committee on February 11, 2026.

**EXECUTIVE SUMMARY:** CapMetro will implement Tyler Technologies’ Enterprise Permitting & Licensing system in two phases. Phase 1 includes ROW Rail Permit Issuance and online applications; Phase 2 covers legacy data conversion, electronic plan review, integrations, and additional permit/license types. The contract includes software, professional services, training, and support. Implementation will leverage best practices, shared services, and continuous training for staff.

**SBE PARTICIPATION:** A 0% SBE goal was assigned to this procurement, which did not include subcontract

opportunities and was purchased through a cooperative purchasing agreement.

PROCUREMENT: Due to the cancellation of the January 26, 2026, Board of Directors meeting because of inclement weather, this board item could not be delayed until the February 23, 2026, Board of Directors meeting and was awarded by ratification with authorization by CapMetro’s President & CEO. Award was essential for business operations to ensure the continued progress of CapMetro’s enterprise permitting and licensing software project and delay would have had a major adverse effect on CapMetro’s transit service.

CapMetro utilized the Sourcwell cooperative, Contract Number 030324-TTI, held by Tyler Technologies for Software Solutions and Related Services for Public Sector and Education Administration, to procure and implement the Right of Way (ROW) Enterprise Permitting and Licensing Software.

Sourcwell 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 Sourcwell contracts satisfy otherwise applicable competitive bidding requirements. Pricing for the Right of Way (ROW) Enterprise and Permitting Licensing Software was determined to be fair & reasonable by the Sourcwell organization during its solicitation and award process.

The Contract awarded to Tyler Technologies is a fixed price contract and contains a base term of one year from notice to proceed with four one-year option periods, at the following pricing:

Base Year - Right of Way (ROW) Software Licensing	\$373,636.
Option Year 1 - Right of Way (ROW) Software Licensing	\$105,636.
Option Year 2 - Right of Way (ROW) Software Licensing	\$105,636.
Option Year 3 - Right of Way (ROW) Software Licensing	\$105,636.
Option Year 4 - Right of Way (ROW) Software Licensing	\$105,636.
Grand Total	\$796,180.

The contract is a fixed price contract.

RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2025-1689**

WHEREAS the Capital Metropolitan Transportation Authority Board of Directors and CapMetro Management recognize the need to procure and implement a best-fit strategic planning solution that will provide improved functionality to meet current and future business growth.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to ratify a contract with Tyler Technologies for Enterprise Permitting & Licensing software implementation, licensing, maintenance and support services, with a base term of one (1) year and four (4) option years, in a total amount not to exceed \$796,180.

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

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

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Board of Directors

Item #: AI-2025-1721

Agenda Date: 2/23/2026

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Terracon Consultants, Inc. for Construction Materials Testing & Geotechnical Engineering Services on a task order basis for a base period of three (3) years with two (2) option periods of twelve (12) months each for a total amount not to exceed \$4,030,023.

**FISCAL IMPACT:**

Refer to executive summary for clarification.

**STRATEGIC PLAN:**

Strategic Goal Alignment:

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

**EXPLANATION OF STRATEGIC ALIGNMENT:** The Construction Materials Testing and Geotechnical Engineering Services contract supports our organization’s commitment to delivering safe, reliable, and high-quality transit infrastructure. These services ensure that projects meet required standards for structural integrity and safety, which directly aligns with strategic objectives for Safe & Reliable Service, High Quality Customer Experience, and Support Sustainable Regional Growth. By verifying material quality and geotechnical conditions, the agency can maintain project schedules, reduce risk, and uphold its promise of accessible and dependable transit facilities.

**BUSINESS CASE:** CapMetro requires professional material testing and geotechnical services to validate construction quality and compliance with engineering specifications. These services are essential for mitigating risks associated with soil conditions, material performance, and structural stability. Outsourcing to a qualified firm provides specialized expertise and cost efficiency compared to maintaining these capabilities in-house. This contract ensures that all major capital projects-including those under Project Connect-are delivered on time, within budget, and meet safety and durability standards, protecting the agency’s investment and minimizing long-term maintenance costs.

**COMMITTEE RECOMMENDATION:** The item was presented and recommended for approval by the Operations, Planning and Safety Committee on February 11, 2026.

EXECUTIVE SUMMARY: CapMetro requires Construction Materials Testing and Geotechnical Engineering Services to support ongoing and future capital projects. These services include soil analysis, concrete and asphalt testing, and related geotechnical evaluations necessary to ensure adequate bearing capacity of the ground, compliance with design specifications and regulatory requirements. The contract will cover a base term of three (3) years, with two (2) option years, and will provide critical quality assurance for infrastructure projects under Project Connect and other CapMetro project initiatives. Approval of this resolution will secure professional engineering services and ensure that construction activities proceed safely and efficiently.

SBE PARTICIPATION: Does not apply.

PROCUREMENT: On August 27, 2025, a Statement of Qualifications (SOQ) was issued and formally advertised. By the closing date of September 29, 2025, six (6) proposals were received. The submittal from Terracon Consultants, Inc. was rated highest, all factors considered. CapMetro negotiated and finalized pricing based on cost and market evaluation of the hourly rates, overhead, and profit for similar services. The contract is an indefinite delivery, task order contract. The term is a base period of three (3) years with two (2) option periods of twelve (12) months each in a total amount not to exceed \$4,030,023.

RESPONSIBLE DEPARTMENT: Capital Construction, Engineering and Design

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2025-1721**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro Management recognize the need to ensure quality, reliability and safety through structural integrity and engineering services.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, of her designee, is authorized to finalize and execute a contract with Terracon Consultants, Inc. for Construction Materials Testing & Geotechnical Engineering Services on a task order basis for a base period of three (3) years with two (2) option periods of twelve (12) months each for a total amount not to exceed \$4,030,023.

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

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

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Board of Directors

Item #: AI-2025-1724

Agenda Date: 2/23/2026

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Cyclone Technology, LLC, for the purchase of two (2) yard scrubbers in an amount not to exceed \$388,673.

**FISCAL IMPACT:**

Funding for this action is available in the FY2026 Capital Budget.

**STRATEGIC PLAN:**

Strategic Goal Alignment:

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

**EXPLANATION OF STRATEGIC ALIGNMENT:** The strategic alignment for procuring new yard scrubbers directly supports CapMetro's overarching goals by ensuring a clean work environment for operations. From an operational standpoint, these scrubbers serve as a primary defense against workplace injuries; by maintaining clean, dry surfaces in high-traffic maintenance bays and storage yards, the agency directly mitigates the risk of slip-and-fall accidents. Furthermore, this procurement supports long-term asset preservation by removing corrosive automotive fluids, road salts, and heavy metal dust that prematurely degrade facility floors and clog expensive drainage systems. Aligning the purchase with the agency's lifecycle management goals ensures that the facility remains functional and compliant with safety standards for its intended lifespan.

**BUSINESS CASE:** The strategic procurement of these yard scrubbers is a vital investment in operational safety, asset preservation, and environmental compliance. By acquiring equipment that combines power, precision, and versatility, the agency ensures fast and effective cleaning across various surfaces while maintaining safety and sustainability for every project. This strategic move replaces inefficient manual labor with a proactive maintenance model that mitigates slip-and-fall liabilities, neutralizes corrosive contaminants that degrade facility floors, and reduces resource consumption. Ultimately, these units optimize labor productivity and lower the total cost of ownership by providing a reliable, multi-surface solution that keeps critical transit infrastructure clean and professional.

**COMMITTEE RECOMMENDATION:** The item was presented and recommended for approval by the Operations, Planning, and Safety Committee on January 14, 2026.

**EXECUTIVE SUMMARY:** The procurement of two (2) yard scrubbers is a strategic investment in the longevity and safety of the agency’s physical infrastructure. This versatile, high-powered cleaning solution ensures maximum speed and safety compliance while achieving sustainability targets. Ultimately, this procurement optimizes the internal environment, ensuring that the agency’s support infrastructure meets the same high-performance standards as the fleet itself while fulfilling core commitments to fiscal and environmental responsibility.

**SBE PARTICIPATION:** A 0% SBE goal was assigned to this procurement, which did not include subcontract opportunities.

**PROCUREMENT:** The CapMetro contract will utilize the Houston-Galveston Area Council (H-GAC) Contract No. PW10-25 for Public Works Equipment held by Cyclone Technology LLC, for Purchase, Delivery and Training of Two (2) Yard Scrubbers.

H-GAC 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 H-GAC contracts satisfy otherwise applicable bidding requirements.

The following pricing for Purchase, Delivery and Training of Two (2) Yard Scrubbers was determined to be fair & reasonable by the H-GAC during its solicitation and award process. The contract is a fixed price contract for a term of ten (10) months from Notice to Proceed:

Description	Grand Total Price
Purchase, Delivery and Training of Two (2) Yard Scrubbers	\$388,673.

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

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2025-1724**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors (and/or CapMetro Management) endeavor to provide reliable assets for our operations; and

WHEREAS, it is best practice to provide strategic investment directly tackles workplace accidents by ensuring dry, debris-free floors in high-traffic zones while expanding the lifespan of facilities by removing corrosive chemicals and industrial pollutants.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, to finalize and execute a contract with Cyclone Technology LLC for the purchase of two (2) yard scrubbers in an amount not to exceed \$388,673.

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

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

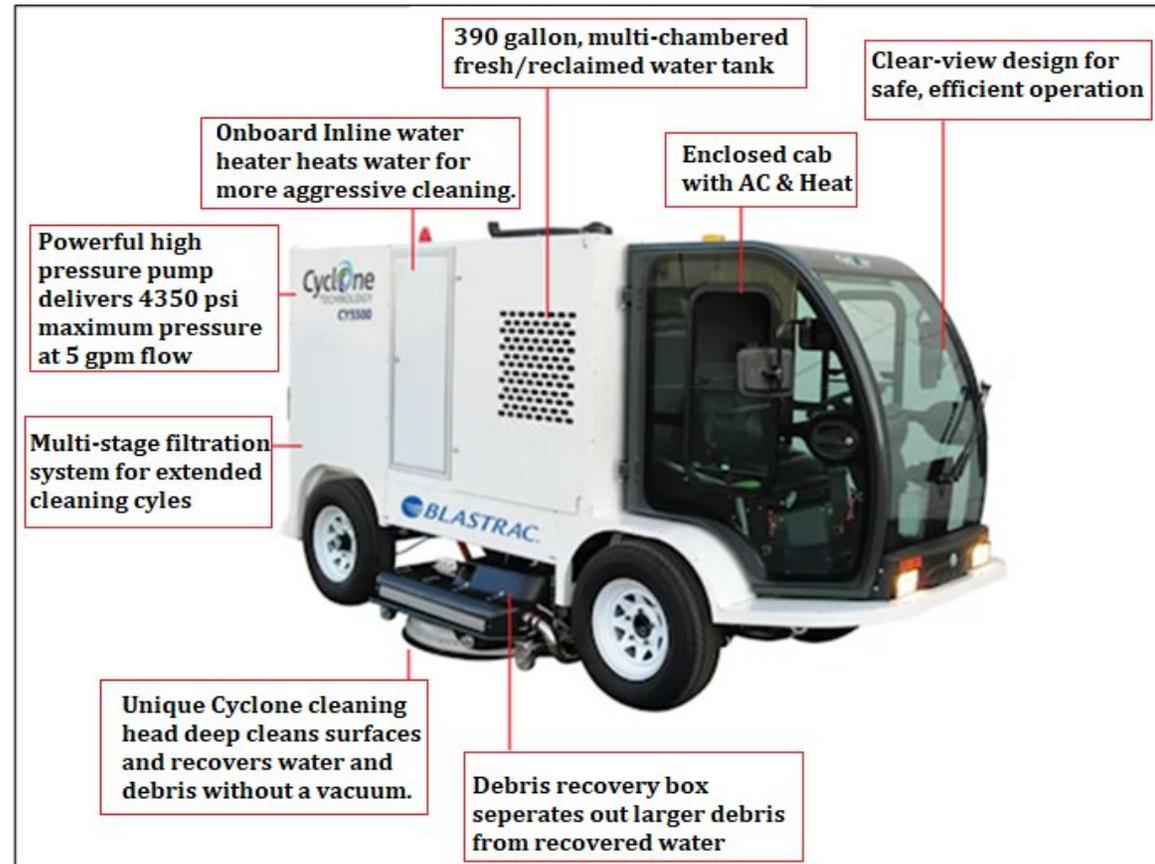


# Rolling Stock & Support Equipment (RSSE) Yard Scrubber Procurement

**CapMetro**

# Yard Scrubber Procurement

- Two (2) Cyclone Technology Yard Scrubbers (FY2026)
  - Budget - \$388,672.28
  - Procurement method/ Timeline
    - The Houston-Galveston Area Council (H-GAC)
    - Delivery slated for FY2026
  - Aligns with Fleet Plan / Financial Forecast
  - Coordination with Planning, Operations and other stakeholders for retirement/procurement cycle.
  
- Strategic Plan Alignment
  - Aligns with SP2030 – Action 4.1 - *Develop and implement a prioritization methodology for state of good repair to inform investments and safety enhancements.*



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Board of Directors

Item #: AI-2026-1737

Agenda Date: 2/23/2026

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Cy'Services & Landscaping Solutions LLC to provide landscaping services for a base period of one (1) year and three (3) one-year options for an amount not to exceed \$1,306,596.

**FISCAL IMPACT:**

Funding for this action is available in the FY2026 Operating Budget.

**STRATEGIC PLAN:**

Strategic Goal Alignment:

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

**EXPLANATION OF STRATEGIC ALIGNMENT:**

Capital Metro is responsible for maintaining all facilities in a state of good repair, including the external environment at the agency's passenger, operational and administrative facilities.

**BUSINESS CASE:**

All of the agency's facilities, including Administrative Buildings, Park & Rides, Transit Centers and Rail Stations include a significant and highly visible landscaping component, that must be properly maintained to ensure a safe and positive customer experience as well as to preserve the function of these green spaces.

**COMMITTEE RECOMMENDATION:** The item was presented and recommended for approval by the Operations, Planning and Safety Committee on February 11, 2026.

**EXECUTIVE SUMMARY:**

The current landscaping services contract expires February 7<sup>th</sup>, 2026. Proper attention to the maintenance of the landscaping element at our facilities reinforces a positive and competent perception of Capital Metro properties.

**SBE PARTICIPATION:** A 0% SBE goal was assigned to this procurement, which did not include subcontract opportunities.

PROCUREMENT: On December 1, 2025, an Invitation for Bid (IFB) for landscaping services was issued and formally advertised. By the January 2, 2026, closing date, eight (8) bids were received. In accordance with the solicitation instructions and conditions, an award may be made to the lowest responsive and responsible bidder whose bid conforms to the solicitation requirements. Cy'Services & Landscape Solutions, LLC, submitted all required documents with their bid which was received prior to the established date and time for the receipt of bids. Customer references were checked and revealed favorable past performance. A financial analysis was conducted which affirmatively demonstrates that the firm has the adequate financial resources and capacity to fulfill the requirements of the contract. Cy'Services & Landscape Solutions, LLC, is not listed on any Federal or State Debarred vendor lists. Price was determined to be fair and reasonable based on adequate competition and price analysis. This will be a fixed-price contract for a base period of one (1) year and three (3) option periods, for a not-to-exceed amount of \$1,306,596.

RESPONSIBLE DEPARTMENT: Facilities Maintenance

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2026-1737**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro Management recognize the ongoing need for the provision of landscaping services.

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 contract with Cy'Services & Landscaping Solutions LLC to provide landscaping services for a base period of one (1) year and three (3) one-year options for an amount not to exceed \$1,306,596.

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

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

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Board of Directors

Item #: AI-2026-1738

Agenda Date: 2/23/2026

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract modification with Motorola Solutions, Inc. to purchase additional hand radios, mobile radios, and radio consoles in support of the CapMetro Transit Police Department in a revised total amount not to exceed \$2,242,601.

**FISCAL IMPACT:**

Funding for this action is available in the FY2026 Capital Budget.

**STRATEGIC PLAN:**

Strategic Goal Alignment:

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

**EXPLANATION OF STRATEGIC ALIGNMENT:** Providing Motorola radio consoles and hand radios for the CapMetro Transit Police Department (TPD) use on the Greater Austin-Travis County Regional Radio System (GATRRS) ensures they can quickly and effectively respond to incidents, which aligns directly with our strategic objective of maintaining a Safe & Reliable Service system.

**BUSINESS CASE:** This contract modification with Motorola Solutions will provide the second backup site console, mobile & handheld radios, and supporting hardware for CapMetro TPD. This hardware is necessary to facilitate essential real-time communication, enabling officers to respond swiftly and effectively to incidents and emergencies.

**COMMITTEE RECOMMENDATION:** The item was presented and recommended for approval by the Operations, Planning and Safety Committee on February 11, 2026.

**EXECUTIVE SUMMARY:** With the establishment of the CapMetro TPD in 2025, it is essential that CapMetro TPD has the necessary consoles, radios, and supporting hardware to ensure the sworn personnel have seamless and efficient communication and response capabilities. This investment is crucial for the continued smooth operation of the new CapMetro TPD department, enhancing operational effectiveness and safeguarding the community through reliable and modern communication technology.

The radios in this contract will operate on GATRRS, which is a partnership with the City of Austin (managing partner), Travis County, University of Texas at Austin, and Austin Independent School District.

SBE PARTICIPATION: Does not apply

PROCUREMENT: On September 23, 2024, the CapMetro Board of Directors authorized CapMetro to enter into a contract with Motorola Solutions, Inc. for a five (5) year term, for the purchase of handheld radios, mobile radios and consoles to support the transit police department, in the not-to-exceed amount of \$1,858,078. A contract was subsequently awarded to Motorola Solutions, Inc. on October 2, 2024. CapMetro is in the 2<sup>nd</sup> year of the contract and is seeking board approval to increase the contract amount by \$384,523. for additional handheld radios, mobile radios and consoles, increasing the total not-to-exceed amount of the contract to \$2,242,601.

RESPONSIBLE DEPARTMENT: Operations and Maintenance Oversight

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2026-1738**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors recognizes the need to purchase Greater Austin-Travis County Regional Radio System radio hardware for the CapMetro Transit Police Department.

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 contract modification with Motorola Solutions, Inc. to purchase additional hand radios, mobile radios, and radio consoles in support of the CapMetro Transit Police Department in a revised total amount not to exceed \$2,242,601.

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

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

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Board of Directors

Item #: AI-2026-1729

Agenda Date: 2/23/2026

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**SUBJECT:**

Approval of a resolution appointing Brandon Fahy to the Public Safety Advisory Committee.

**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:** The Public Safety Advisory Committee guides the CapMetro Board and staff regarding CapMetro’s comprehensive approach to public safety. The committee also helps advise on policy, procedures, metrics, etc., to ensure alignment with the Agency’s mission and goals, and community values.

**BUSINESS CASE:** The CapMetro Board authorized the creation of the Public Safety Advisory Committee via Board Resolution AI-2021-117, and approved the advisory committee charter via Board Resolution AI-2021-224. Creation of the advisory committee is part of CapMetro’s comprehensive public safety program, in alignment with what staff have communicated to the Board, the community and identified stakeholders.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on February 23, 2026.

**EXECUTIVE SUMMARY:** Pursuant to Section 451.109, Texas Transportation Code, and the Capital Metro Board of Directors Bylaws, the Board of Directors established the Public Safety Advisory Committee as part of a comprehensive community involvement strategy to provide input to the Board of Directors on decisions that affect the Authority.

Each member of the Board of Directors appoints one member of the committee and the CapMetro President & CEO also appoints one member. At this time, Board Member Jeffrey Travillion recommends Brandon Fahy as his appointee to fill a vacant position on the Public Safety Advisory Committee.

**SBE PARTICIPATION:** Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Community Engagement

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2026-1729**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro are committed to successful and meaningful public involvement; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors approved the creation of the Public Safety Advisory Committee in August 2021, and approved the advisory committee charter in October 2021 in order to provide community input to staff and the Board on all aspects of CapMetro’s Public Safety program; and

WHEREAS, there exists a need to fill a vacancy on the Public Safety Advisory Committee.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that Brandon Fahy is named to the Public Safety Advisory Committee as the appointee of Board Member Jeffrey Travillion.

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

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

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Board of Directors

Item #: AI-2026-1731

Agenda Date: 2/23/2026

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**SUBJECT:**

Approval of a resolution appointing Bart Williamson to the Access Advisory Committee.

**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:** The Access Advisory Committee provides valuable insight and recommendations to the Board of Directors to assist in making riding Capital Metro services safe, reliable, and accessible.

**BUSINESS CASE:** Does not apply.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on February 23, 2026.

**EXECUTIVE SUMMARY:** Pursuant to Section 451.107, Texas Transportation Code, and the CapMetro Board of Directors Bylaws, the Board of Directors established the Access Advisory Committee as part of a comprehensive community involvement strategy to provide input to the Board of Directors on decisions that affect the Authority.

Based on a recommendation from the CapMetro President & CEO each member of the Board of Directors appoints one member of the committee, with the exception of the Chair who appoints two members. At this time, Board Member Jeffrey Travillion recommends Bart Williamson as his appointee to fill a vacant position on the Access Advisory Committee.

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

**PROCUREMENT:** Does not apply.

RESPONSIBLE DEPARTMENT: Community Engagement

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2026-1731**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro are committed to successful and meaningful public involvement; and

WHEREAS, the Capital Metropolitan Transportation Authority board of directors and CapMetro seek informed consent from the public by providing equitable access to decision making and offering opportunities to provide input from a representative set of the population that reflects the interests of the community when transportation decisions are made; and

WHEREAS, there exists a need to fill a vacant position on the Access Advisory Committee.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that Bart Williamson is named to the Access Advisory Committee to serve a term concurrent with the term of Board Member Jeffrey Travillion.

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

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

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Board of Directors

Item #: AI-2026-1733

Agenda Date: 2/23/2026

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**SUBJECT:**

Approval of a resolution appointing Jose Vasquez to the Public Safety Advisory Committee.

**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:** The Public Safety Advisory Committee guides the CapMetro Board and staff regarding CapMetro’s comprehensive approach to public safety. The committee also helps advise on policy, procedures, metrics, etc., to ensure alignment with the Agency’s mission and goals, and community values.

**BUSINESS CASE:** The CapMetro Board authorized the creation of the Public Safety Advisory Committee via Board Resolution AI-2021-117, and approved the advisory committee charter via Board Resolution AI-2021-224. Creation of the advisory committee is part of CapMetro’s comprehensive public safety program, in alignment with what staff have communicated to the Board, the community and identified stakeholders.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on February 23, 2026.

**EXECUTIVE SUMMARY:** Pursuant to Section 451.109, Texas Transportation Code, and the Capital Metro Board of Directors Bylaws, the Board of Directors established the Public Safety Advisory Committee as part of a comprehensive community involvement strategy to provide input to the Board of Directors on decisions that affect the Authority.

Each member of the Board of Directors appoints one member of the committee and the CapMetro President & CEO also appoints one member. At this time, Board Member Matt Harriss recommends Jose Vasquez as his appointee to fill a vacant position on the Public Safety Advisory Committee.

**SBE PARTICIPATION:** Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Community Engagement

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2026-1733**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro are committed to successful and meaningful public involvement; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors approved the creation of the Public Safety Advisory Committee in August 2021, and approved the advisory committee charter in October 2021 in order to provide community input to staff and the Board on all aspects of CapMetro’s Public Safety program; and

WHEREAS, there exists a need to fill a vacancy on the Public Safety Advisory Committee.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that Jose Vasquez is named to the Public Safety Advisory Committee as the appointee of Board Member Matt Harriss.

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

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

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Board of Directors

Item #: AI-2026-1751

Agenda Date: 2/23/2026

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**SUBJECT:**

Approval of a resolution adopting amendments to CapMetro’s Fare Policy and Fare Structure and approving the Title VI Fare Equity Analysis related to eliminating the Day Pass on June 1, 2026, with the replacement of fare collection equipment.

**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:** A more robust and reliable fare collection system will enhance customer experience, reduce equipment downtime, and streamline agency operations.

**BUSINESS CASE:** CapMetro is updating its fare collection equipment to better support customers with high-quality, transit-supportive infrastructure. The replacement equipment will no longer issue paper ticket media and will eliminate the Day Pass effective June 1, 2026. Customers using the Umo app or a reloadable fare card will be eligible for daily and monthly fare capping. In addition, customers may use open payments to take advantage of daily fare capping.

In accordance with Title VI of the Civil Rights Act of 1964 and CapMetro’s Title VI policy, a Title VI Equity Analysis was conducted for the proposed elimination of the Day Pass on June 1, 2026, to evaluate whether this change would result in a disparate impact on minority populations or a disproportionate burden on low-income populations.

**COMMITTEE RECOMMENDATION:** A public hearing was held by the full board on February 11, 2026. This item will be presented to the full board on February 23, 2026.

**EXECUTIVE SUMMARY:** Since 2022, CapMetro has implemented a series of fare technology and policy improvements aimed at enhancing customer experience, streamlining agency operations, and enhancing equity among those who experience mobility barriers. These initiatives include upgraded trip planning and payment apps, new fare validators, tap-to-pay functionality, reloadable fare cards, a retail network for loading

cash onto stored-value media, and the introduction of fare capping.

As part of this modernization effort, CapMetro is upgrading its fare collection equipment. The replacement equipment will no longer issue paper fare media, resulting in the elimination of the Day Pass effective June 1, 2026.

A Fare Equity Analysis determined that the proposed fare structure changes would not result in a disparate impact on minority customers or disproportionate burden on low-income customers. Accordingly, no mitigations are needed to proceed with the fare equipment upgrade.

This action includes Board approval of the Title VI Analysis associated with eliminating the Day Pass on June 1, 2026, and adoption of amendments to the CapMetro Fare Structure and Fare Policy.

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-2026-1751**

WHEREAS, pursuant to the Texas Transportation Code Section 451.061, the Capital Metropolitan Transportation Authority is required to impose reasonable and nondiscriminatory fares, tolls, charges, rents and other compensation for the use of the transit authority system sufficient to produce revenue, together with the tax revenue received by the authority, in an amount adequate to pay all expenses necessary to operate and maintain the transit authority system; and

WHEREAS, updates to current systems are necessary to support the rollout of new fare collection hardware; and

WHEREAS, these updates necessitate updates to the CapMetro Fare Policy and Fare Structure and elimination of the Day Pass on June 1, 2026; and

WHEREAS, CapMetro has conducted a Fare Equity Analysis for the elimination of the Day Pass as required by FTA Title VI Circular 4702.1B and finds no disparate impact on minority populations and no disproportionate burden on low-income populations.

NOW, THEREFORE, BE IT RESOLVED that the CapMetro Board of Directors hereby adopts the amendments to CapMetro's Fare Policy and Fare Structure and approves the Title VI Fare Equity Analysis related to the elimination of CapMetro's Day Pass on June 1, 2026.

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

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

# CapMetro

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## Title VI Fare Equity Analysis

January 2026

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Prepared by AECOM



# Contents

- 1 Introduction ..... 1
- 2 Overview of Proposed Fare Changes ..... 2
- 3 Title VI Policies ..... 2
  - 3.1 Disparate Impact and Disproportionate Burden Policies..... 3
- 4 Fare Equity Analysis Methodology..... 4
  - 4.1 Assumptions ..... 6
- 5 System Ridership Demographics Overview ..... 6
  - 5.1 Ethnicity Assumptions ..... 6
  - 5.2 Income Assumptions ..... 7
- 6 Fare Change Proposal ..... 7
  - 6.1 Fare Change Analysis..... 8
- 7 Public Outreach..... 8
- 8 Average Fare Analysis Findings ..... 9
- 9 Cumulative Findings and Mitigations..... 11
- Appendix A. CapMetro Title VI Policies..... 12
- Appendix B. Public Involvement ..... 19

# 1 Introduction

Title VI of the Civil Rights Act of 1964 (“[Title VI](#)”) ensures that “no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Capital Metropolitan Transportation Authority (“[CapMetro](#)”) has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B, ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin. CapMetro has its own Title VI policy which expands on the federal policy with its own definition of Disparate Impact/Disproportionate Burden and related threshold.

In response to a proposed fare medium retirement, this analysis was carried out to comply with FTA and agency guidelines. The proposed fare change is to retire the Day Pass as part of CapMetro’s transition from a pass-based fare system to an account-based fare system.<sup>1</sup>

The Fare Equity Analysis described herein assesses whether the proposed fare changes would result in either Disparate Impacts on minority customers or a Disproportionate Burden on low-income customers, as defined by CapMetro’s Disparate Impact/Disproportionate Burden policy (approved by the CapMetro Board on May 20, 2024). CapMetro has a 2% threshold as related to Disparate Impact/Disproportionate Burden, which was the guiding basis for this analysis. The proposed fare changes presented by CapMetro are the basis of this Fare Equity Analysis.

The analysis does not include Pickup by CapMetro, CapMetro Access, CapMetro Bikeshare, and CapMetro Rideshare services, as only fixed route service fare changes are subject to the Title VI guidelines in FTA Circular 4702.1B. The Average Fare Analysis conducted as part of this Fare Equity Analysis found that the proposed fare changes would not result in a Disparate Impact on minority customers or Disproportionate Burden on low-income customers. Given that there were no findings of Disparate Impact or Disproportionate Burden, no mitigations are needed to proceed with the implementation of the proposed fare collection equipment upgrade.

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<sup>1</sup> CapMetro retired its 7-day and 31-day passes in 2024.

## 2 Overview of Proposed Fare Changes

Since 2022, CapMetro has been implementing several fare technology and policy changes to improve customer experience, streamline agency operations, and enhance equity among those who most experience mobility barriers. Some of these changes include the introduction of a retailer network for loading cash onto stored value media (smart card, app); the introduction of fare capping; and the introduction of new discounted fare programs.

Under this current proposal, CapMetro is upgrading fare collection equipment and retiring its Day Pass as part of its transition from a pass-based fare system to an account-based fare system. The proposed replacement equipment will not issue paper ticket media. Customers presenting the Umo app or tap card will be eligible for daily fare capping at a price point equal to the Day Pass. Customers can continue to pay for a single ride using cash at the fare box.

As described in Section 6.1, the retirement of the Day Pass fare product is considered a fare change under CapMetro and FTA policy.

## 3 Title VI Policies

Title VI of the Civil Rights Act of 1964, Section 601 states:

“No persons in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

It is CapMetro’s objective to avoid, minimize, or mitigate disproportionately high and adverse impacts on minority and low-income populations. As a recipient of financial assistance from the FTA, CapMetro is required to comply with Title VI of the Civil Rights Act of 1964 and its own Title VI Program by evaluating major service and fare changes at the planning and programming stages to determine whether those changes have discriminatory impacts, including Disparate Impacts on minority populations and/or Disproportionate Burdens on low-income populations.

According to the [US Department of Transportation](#), equity in the provision of transit service is described as "providing equal levels of service to minority and non-minority residents of the urbanized area. Levels of service, in turn, are defined in terms of capital allocation and accessibility." The metrics of discrimination that could be monitored for disparate treatment include fare structures that could consistently cause minority-group customers to bear a higher fare burden than the overall riding public, access to specialized fare media, or methods of communication to populations with Limited English Proficiency. However, a Title VI Equity Analysis should not replace good program planning, which should be an on-going process that considers equity among other factors when designing fare changes, service changes, or discretionary policies and programs.

In May 2024, CapMetro’s Board of Directors adopted a set of new Title VI Policies as part of its triennial Title VI Program Update and in accordance with FTA Circular 4702.1B, Title VI Requirements and

Guidelines for FTA Recipients. CapMetro maintained its 2% threshold for determining a Disparate Impact or Disproportionate Burden of a fare modification as established in CapMetro's Disparate Impact Policy and Disproportionate Burden Policy. Accordingly, if the difference of the impact on minority to non-minority populations or low-income to non-low-income populations is more than 2%, then the proposed change would be determined to pose a potential Disparate Impact or Disproportionate Burden.

### 3.1 Disparate Impact and Disproportionate Burden Policies

FTA requires that transit agencies assess whether a proposed fare change or major service change would have a "Disparate Impact" on minority populations, or "Disproportionate Burden" on low-income populations, under Title VI of the Civil Rights Act of 1964, Title 49 C.F.R. Section 21.5(b)(2) and (b)(7), and Appendix C to Title 49 C.F.R. part 21. Pursuant to FTA Circular 4702.1B, the FTA requires fixed-route public transit agencies to clearly establish, with input through a public engagement process, threshold definitions for measuring Disparate Impacts and Disproportionate Burdens.

To comply with the requirements of FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, CapMetro sought public comment on its proposed Fare Change, Disparate Impact and Disproportionate Burden policies.

CapMetro's public involvement efforts for the 2024 Title VI Policy update included a two-phase plan to engage the community and stakeholders from February 15, 2024, through April 10, 2024. The first phase included broad outreach to inform and collect public feedback and lasted until March 15. The second phase involved an outreach campaign that engaged stakeholders, integrated public feedback, and culminated with a public hearing on April 10, 2024. The project team received board approval on May 20, 2024.

To encourage inclusivity, CapMetro followed its Language Assistance Plan for all outreach materials and activities. Engagement methods included a dedicated webpage, direct emails, printed flyers, text alerts, at-stop signage, outreach at stops, advisory committee presentations, and an online virtual open house. The engagement strategy was tailored and expanded to meet community feedback and needs.

The Board of Directors adopted the CapMetro Title VI Policies that include its Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy on May 20, 2024. The adopted policies are included in **Appendix A**. The policies are to be used by CapMetro for analysis of proposed fare changes and major service changes.

The Disparate Impact and Disproportionate Burden policies establish threshold standards for evaluating the equity impacts and the distribution of adverse effects and benefits caused by any fare change or major service change. These thresholds enable CapMetro to determine whether minority and low-income customers would be disproportionately impacted by the adverse effects of the proposed change or whether non-minority and/or non-low-income customers would disproportionately benefit from the proposed change. These thresholds are based on the cumulative impact of the proposed service or fare change.

**Disparate Impact on Minority Populations:** Service or fare changes are determined to have a Disparate

Impact on minority populations if the adverse impacts experienced by minority riders is greater than 2% when compared to the adverse impacts experienced by non-minority populations. Additionally, if benefits associated with service or fare changes accrue to non-minority populations at a difference greater than 2% when compared to minority populations, then this change will be determined to have a Disparate Impact.

**Disproportionate Burden on Low-Income Populations:** Service or fare changes are determined to have a Disproportionate Burden on low-income populations if the adverse impacts experienced by low-income riders is greater than 2% when compared to the adverse impacts experienced by non-low-income populations. Additionally, if benefits associated with service or fare changes accrue to non-low-income populations at a difference greater than 2% when compared to low-income populations, then this change will be determined to have a Disproportionate Burden.

### 3.1.1 Fare Changes

CapMetro defines a fare change as any increase or decrease of fares, whether applicable to the entire transit system, or on certain fixed route transit modes, or by fare payment type or fare media. The definition of fare change does not include instances where all passengers ride free such as “Ozone Action Days”, or temporary fare reductions that are mitigating measures for other activities such as construction or promotional fare reductions, so long as the temporary fare reduction or promotional fare reduction does not last longer than six months.

Prior to adopting a fare change, CapMetro must conduct a fare equity analysis and analyze specific elements of the proposed structure, along with the recommended pricing schema, to determine whether the changes would result in impacts that exceed the threshold established by the policies.

### 3.1.2 Adverse Effects

For the fare equity analysis, adverse effects include an increase in cost or a reduction in accessibility of fare media. Meanwhile, benefits include a decrease in cost, an increase in discounts for certain fare types or customer populations, or an increase in accessibility of fare media. The analysis contained within this report uses CapMetro’s adopted thresholds for determining Disparate Impacts and Disproportionate Burdens.

## 4 Fare Equity Analysis Methodology

For proposed changes that would increase or decrease the fares on the entire system, or on certain transit modes, or by fare payment type or fare medium, CapMetro shall analyze any available information generated from on-board passenger surveys indicating whether minority and/or low-income customers are disproportionately more likely to use the mode of service, payment type, or payment media that would be subject to the fare change. This analysis used the 2023 Origin and Destination survey (“2023 OD Survey”).

The typical measure of Disparate Impact or Disproportionate Burden involves a comparison between the proportion of persons in the protected class (i.e., minority or low-income populations) who are adversely affected by the service or fare change and the proportion of persons not in the protected class

(i.e., non-minority or non-low-income) who are adversely affected by the service or fare change.

As per the CapMetro Disparate Impact Policy, this analysis must do the following:

For Service and Fare Equity Analyses, a Disparate Impact threshold of 2% will be used to determine if minority riders are more adversely affected or less positively affected by the proposed change.

- Service or fare changes are determined to have a Disparate Impact on minority populations if the adverse impacts experienced by minority riders is greater than 2% when compared to the adverse impacts experienced by non-minority populations.
- Additionally, if benefits associated with service or fare changes accrue to non-minority populations greater than 2% when compared to minority populations, then this change will be determined to have a Disparate Impact.

As per the CapMetro Disproportionate Burden Policy, this analysis must do the following:

For Service and Fare Equity Analyses, a Disproportionate Burden threshold of 2% will be used to determine if low-income riders are more adversely affected, or less positively affected, by the proposed change.

- Service or fare changes are determined to have a Disproportionate Burden on low-income populations if the adverse impacts experienced by low-income riders is greater than 2% when compared to the adverse impacts experienced by non-low-income populations.
- Additionally, if benefits associated with service or fare changes accrue to non-low-income populations greater than 2% when compared to low-income populations, then this change will be determined to have a Disproportionate Burden.

A fare equity analysis compares the existing fare to proposed changes and calculates the absolute change as well as the percent change. Utilizing the Disparate Impact and Disproportionate Burden Threshold, a determination will be made as to whether the fare change will result in adverse effects that are disproportionately borne by the minority or low-income populations, respectively. The thresholds are also used to assess whether the proposed changes disproportionately benefit non-minority or non-low-income populations.

By joining the 2023 OD survey with fare sales and utilization data, a model was developed to understand the demographic profile of current users of the changes in fare products that are the focus of this analysis (the retirement of the Day Pass). Those users were then reassigned to other fare products based on availability (e.g., this analysis assumes that current Day Pass customers who have a smartphone will use the Umo app) and the demographic profile of users of the other fare products. Ridership and revenue associated with Pickup by CapMetro, CapMetro Access, CapMetro Bikeshare, and CapMetro Rideshare services were excluded as they are not subject to current Title VI evaluation requirements.

## 4.1 Assumptions

While the 2023 OD survey is largely comprehensive, it does have some limitations, such as low response rates for some fare products, respondent error in reporting the type of passes they utilize, and how those passes were obtained – all of which posed challenges for the analysis. As such, the following assumptions were made:

- The change in Day Pass availability only affects cash paying customers that board more than two buses on a single day.
- The number of trips taken per pass was based on survey responses for: route type (commuter/local), the number of transfers, and whether a trip is made in the opposite direction.
- A percentage of on-board Day Pass trips (equivalent to the percentage of surveyed riders with a Smart phone) were assumed to transition from on-board purchase to Umo App. The remaining on-board Day Pass trips were assumed to transition to single ride cash transactions on the bus.
- All fares not changing were combined under "Every Other Pass". Demographics for this group were assumed to be the same as demographics systemwide.
- A fare usage calibration factor was implemented based on National Transit Database ridership information. This took the place of the survey expansion factor.

Fare data from March 1, 2025 through May 31, 2025 was used for the analysis and included farebox taps and Umo validations.

## 5 System Ridership Demographics Overview

The following provides an overview of CapMetro’s systemwide ridership taken from the 2023 OD Survey, which is the most recent onboard survey providing information for the Fare Equity Analysis. These demographic statistics were considered in the development of the proposed fare changes in order to minimize or avoid the potential for changes that result in Disparate Impacts on minority customers or a Disproportionate Burden on low-income customers.

### 5.1 Ethnicity Assumptions

For purposes of the Fare Equity Analysis, minority populations are those who have not identified themselves as only “White / Caucasian” on the 2023 OD Survey. While the survey allowed individuals to indicate mixed race by selecting more than one race, only those responding solely as “White / Caucasian” are listed as non-minority. The Disparate Impact analysis did not include those who did not respond to the ethnicity question. The ethnicity categories in the survey include:

1. Black / African American
2. Hispanic / Latino / Spanish
3. Asian / Pacific Islander

- 4. Native American / Alaska Native
- 5. White / Caucasian

## 5.2 Income Assumptions

For purposes of the Disproportionate Burden Policy, CapMetro defines low-income populations as those whose household income is at or below 125% of the U.S. Department of Health and Human Services (HHS) Poverty Guidelines. Because the 2023 OD Survey, which was conducted between November 2022 and April 2023, asked respondents for their total annual household income, the analysis uses the 2023 Poverty Guideline to determine which populations would be considered low-income. The Disproportionate Burden analysis did not include those who did not respond to the income and household size questions.

**Table 1** provides the 2023 U.S. HHS Poverty Guidelines and the corresponding CapMetro low-income definitions by household size. Because the 2023 OD Survey asked both household size and household income, this analysis uses household size and income to categorize each individual survey respondent accurately using U.S. HHS Poverty Guidelines.

*Table 1. 2023 HHS Poverty Guideline*

Persons in Family/ Household	Poverty Guideline	125% of Poverty Guideline
1	\$14,580	\$18,225
2	\$19,720	\$24,650
3	\$24,860	\$31,075
4	\$30,000	\$37,500
5	\$35,140	\$43,925
6	\$40,280	\$50,350
7	\$45,420	\$56,775
8	\$50,560	\$63,200
9	\$55,700	\$69,625
10	\$60,840	\$76,050

Source: [Department of Health and Human Services Poverty Guidelines](#)

Note that the income categories on the survey did not precisely align with the categories from the 125% poverty guideline. As a result, any assumption would either undercount or overcount the number of low-income customers depending on the income bracket chosen. This analysis errs on the side of overcounting people as low-income so as to not exclude any customers who might be low-income from being classified as such.

## 6 Fare Change Proposal

As described in Section 2, proposed fare changes to be implemented in 2025 are primarily technology

changes associated with the replacement of fare collection equipment. The replacement equipment should have a minimal effect on the customer experience (i.e., the ease and convenience of paying fares), however the retirement of the Day Pass as an available pass product must be analyzed.

## 6.1 Fare Change Analysis

As per the CapMetro Fare Change Policy, changes requiring a Title VI fare equity analysis are:

- a. All fare changes, regardless of the amount of increase or decrease, are subject to a Fare Equity Analysis when contemplating a change; or
- b. For fare changes associated with the opening of a new fixed-guideway capital project, a Fare Equity Analysis must be completed six months prior to the commencement of the revenue service.

The fare change listed in Section 2 was evaluated to assess the potential impact on the amount of money customers pay to use the service. Because the analysis methodology focuses on disparate impacts or disproportionate burdens based on differences in how much different groups of people pay, fare changes with no quantifiable impact to fare levels were excluded from the analysis. The Fare Change (FC) analysis results are shown in **Table 2**.

*Table 2. Fare Change Analysis Summary*

Fare Change	FC?	Notes
Eliminate Day Pass sales	Y	CapMetro is upgrading fare collection equipment and retiring the Day Pass as part of its transition to an account-based fare system. This change will require riders to transition to a reloadable fare card, mobile payment app, or pay for each individual trip with a Single Ride fare with the continued ability to pay cash at the farebox.

Source: CapMetro, AECOM Analysis

Based on the findings of the Fare Change analysis, the elimination of the Day Pass was moved forward into the disparate impact and disproportionate burden analysis to assess the potential for adverse impacts to minority and/or low-income customers, respectively.

## 7 Public Outreach

With an engagement period spanning from Friday, November 7, to Wednesday, December 17, 2025, agency efforts on- and offline led to the engagement of over 2,800 community members; and direct communications sent which total over 6,700 engagements through CapMetro Alerts and emails to community-based organizations (CBOs). Additionally, social media efforts generated more than 15,500 impressions, 417 engagements, and over 40 website visits to learn more about the proposed changes

across all platforms. A complete summary of public outreach efforts is included in **Appendix B**.

## 8 Average Fare Analysis Findings

The Average Fare Analysis uncovered no Title VI equity concerns using CapMetro’s board-adopted Title VI Policies. While changes to some fare payment types would result in a greater percentage change for some populations, the systemwide change resulted in less than two percentage point difference between minority and non-minority customers and between low-income and non-low-income customers, below the 2% policy threshold.

The elimination of the Day Pass will result in a small group of passengers experiencing a fare increase. It was assumed that all smartphone users will transition from cash Day Pass purchase to the Umo app single day fare capping. However, there is a small subset of passengers that do not have access to a smartphone. For these people, their choices are limited to either purchasing a reloadable fare card at a retail outlet or paying for each trip individually as a Single Ride fare. The group of passengers experiencing a fare increase is small; approximately 2.5% of all trips taken are attributed to passengers without smartphone access. As such, no mitigations are recommended to proceed with the implementation of the proposed fare collection equipment replacement based on the Average Fare Analysis.

The Average Fare Analysis is focused primarily on the impact of the elimination of the Day Pass. While there is not a change in the fare rate for single day fare capping, the elimination of the Day Pass changes the availability of the comparable single day fare cap. This change will cause passengers to shift to alternative methods of fare payment or pay for each individual trip as a Single Ride fare. This analysis examined the effect of this change on a subset of the riding population. All unchanging fares were rolled up into the category “All Other Passes”. Error! Reference source not found. shows the changes between existing and proposed average fares per boarding. Systemwide, the average fare for all customers will increase slightly from \$0.482 to \$0.48.2 (0.10% increase).

Table 3: Change in Average Fare per Boarding

Fare Product	Avg. Fare per Boarding		Change in Average Fare	
	Existing	Proposed	Absolute	Percentage
Cash - Full: Commuter Day Pass	\$3.212	\$3.500	\$0.288	9.0%
Cash - Full: Local Day Pass	\$0.994	\$1.250	\$0.256	25.8%
Cash - Reduced: Commuter Day Pass	\$2.106	\$1.750	-\$0.356	-16.9%
Cash - Reduced: Local Day Pass	\$0.457	\$0.600	\$0.143	31.4%
All Other Passes	\$0.469	\$0.481	\$0.012	2.5%
Total	\$0.482	\$0.482	\$0.001	0.1%

Source: AECOM Analysis of FY23 Farebox, Sales, and On-Board Survey Data

**Table 4** identifies the protected and non-protected classes that utilize the on-board purchase Day Pass; the assumptions are based on responses to the 2023 OD survey. Racial minorities utilize local passes in

greater volume than their racial majority counterpart; the inverse is true for commuter passes. The use pattern is similar for low-income and non-low-income riders with exception to the Local Day Pass which is used in near equal amounts by low-income riders and non-low-income riders. Of note is the rate of use for non-low-income riders using the Reduced: Commuter Day Pass which had a low response rate to the survey question for this pass type.

Table 4. Percent Fare Taps by Title VI Group

Fare Product	Minority	Non-Minority	Low-Income	Non-Low-Income
Cash - Full: Commuter Day Pass	39%	61%	13%	87%
Cash - Full: Local Day Pass	69%	31%	52%	48%
Cash - Reduced: Commuter Day Pass	17%	83%	0%	100%
Cash - Reduced: Local Day Pass	55%	45%	69%	31%
All Other Passes	68%	32%	57%	43%

Source: AECOM Analysis of FY23 Farebox, Sales, and On-Board Survey Data

**Table 5** and **Table 6** show the difference in the minority vs. non-minority customers and low-income vs. non-low-income customers, respectively, regarding the number of boardings, fare revenue, and proposed fare revenue. Both tables include the average fare, percent change in average fare, and the difference between protected and non-protected customer demographics.

Table 5. Average Fare for Minority Customers

Minority Customers			Non-Minority Customers			
	Number of Boardings	Existing Fare Revenue	Proposed Fare Revenue	Number of Boardings	Existing Fare Revenue	Proposed Fare Revenue
Total	4,259,038	\$2,051,823.89	\$2,078,933.11	2,007,489	\$967,174.85	\$967,321.15
<b>Average Fare</b>		\$0.482	\$0.488	<b>Average Fare</b>	\$0.482	\$0.482
<b>% Change in Average Fare</b>			1.3%	<b>% Change in Average Fare</b>		0.1%
<b>Difference between Protected and Non-Protected Customer Demographic</b>			1.16%			

Source: AECOM Analysis of FY23 Farebox, Sales, and On-Board Survey Data

Table 6. Average Fare for Low-Income Customers

Low-Income Customers			Non-Low-Income Customers			
	Number of Boardings	Existing Fare Revenue	Proposed Fare Revenue	Number of Boardings	Existing Fare Revenue	Proposed Fare Revenue
Total	3,566,866	\$1,713,249.24	\$1,722,081.98	2,699,661	\$1,305,749.51	\$1,300,485.87
<b>Average Fare</b>		\$0.480	\$0.482	<b>Average Fare</b>	\$0.484	\$0.483
<b>% Change in Average Fare</b>			0.4%	<b>% Change in Average Fare</b>		-0.2%
<b>Difference between Protected and Non-Protected Customer Demographic</b>			0.62%			

Source: AECOM Analysis of FY23 Farebox, Sales, and On-Board Survey Data

## 9 Cumulative Findings and Mitigations

A Title VI Fare Equity Analysis should not take the place of thoughtful planning at the earliest stages of project development. Part of the early planning and development process for this proposed fare change has been considering the impacts that plans, programs, or projects have on minority and low-income communities. The needs of CapMetro have been matched with the needs of the minority and low-income communities throughout the process to develop a balanced fare structure and retail strategy with equitable pricing and accessibility.

The Average Fare Analysis conducted as part of this Fare Equity Analysis did not find that the proposed fare change would result in a Disparate Impact on minority customers or a Disproportionate Burden on low-income customers. Given that there were no findings of Disparate Impact or Disproportionate Burden, no mitigations are needed to proceed with implementation of the proposed fare changes.

## Appendix A. CapMetro Title VI Policies

 Policy Form	<b>TITLE VI POLICIES: Major Service Change, Disparate Impact, Disproportionate Burden</b> Policy and Procedure <b>Strategic Planning and Development</b> PLN-320	Effective: June 2021 Revised: May 2024 Approved By: Board of Directors Next Review: 6/1/2027
<b>No.</b>	<b>Section Heading</b>	
1.0	<u>Purpose</u>  The purpose of this policy is to define what constitutes a “Major Service Change” and to establish thresholds for determining if service and fare changes would result in either a “Disparate Impact” on minority populations or a “Disproportionate Burden” on low-income populations. On October 1, 2012, the Federal Transit Administration (FTA) Title VI Circular 4702.1B became effective, requiring transit providers that have greater than 50 fixed-route vehicles in peak service operating fixed-route service to conduct equity analyses on fare changes or service changes that meet the agency’s definition of a “Major Service Change”. Title VI of the Civil Rights Act of 1964 (codified at 42 U.S.C. §2000D et seq.) prohibits discrimination on the basis of race, color, or national origin. As a recipient of federal funds, Capital Metropolitan Transportation Authority (CapMetro) must ensure that it provides its services without discrimination on the basis of race, color, or national origin.	
2.0	<u>Persons Affected</u> All employees and members of the CapMetro Board of Directors must adhere to the provisions set forth in this policy. The policy will affect CapMetro customers.	
3.0	<u>Major Service Change, Disparate Impact, and Disproportionate Burden Policy and Procedure</u>  <u>Major Service Change Policy</u> The Major Service Change Policy has been developed in compliance with applicable federal requirements (Title VI of the Civil Rights Act 1964, 49 CFR Section 21 and FTA Circular 4702.1B). All Major Service Changes will be subject to a Service Equity Analysis that includes an analysis of adverse effects, as previously defined, along with any associated positive impacts. CapMetro shall consider the degree of adverse effects, and analyze those effects, when planning Major Service Changes. Additionally, when changes to service or fares involve improvements, the accrual of benefits should also be analyzed. CapMetro will conduct a Title VI Service Equity Analysis whenever there is a Major Service Change, as defined below.  <i>A Major Service Change is defined as the following:</i> <ol style="list-style-type: none"> <li>1. The establishment of new fixed-route bus route;</li> <li>2. The elimination of any fixed-route bus or rail route in its entirety;</li> <li>3. A geographic change on a given transit route of 25% or more of its annual revenue miles;</li> <li>4. A change of 25% or greater in the number of annual revenue hours provided; or</li> <li>5. Six months prior to the opening of any New Start, Small Start, or other new fixed guideway capital project (e.g. BRT line or rail line) regardless of whether or not the amount of service being changed meets the requirements above, or whether the project is built by a different entity. This analysis shall include a comparative analysis of service levels pre- and post- the New Starts/Small Starts/new fixed guideway capital project. The analysis will be depicted in tabular format and shall determine whether the service changes proposed (including both reductions and increases) due to the capital project will result in a disparate impact on minority populations.</li> </ol>	



**TITLE VI POLICIES: Major Service Change, Disparate Impact, Disproportionate Burden Policy and Procedure Strategic Planning and Development  
PLN-320**

Effective: June 2021  
Revised: May 2024  
Approved By: Board of Directors  
Next Review: 6/1/2027

<p><i>A Major Service Change is not defined as the following:</i></p> <ul style="list-style-type: none"> <li>• Temporary additions or changes to service lasting less than 12 months;</li> <li>• Route renumbering with no underlying change;</li> <li>• Schedule or service adjustments required by a third party that operates or controls the same right- of-way (such as road closure);</li> <li>• New fixed-route bus or rail "Break in period" prior to the commencement of revenue service, lasting less than 12 months;</li> <li>• Emergency service adjustments associated with weather or other emergency conditions; or</li> <li>• Operations that result from circumstances beyond the control of CapMetro (such as construction).</li> </ul> <p>CapMetro will also conduct a Service Equity Analysis for changes which, when considered cumulatively over a three-year period, meet the Major Service Change threshold.</p> <p><u>Service Equity Analyses</u> CapMetro's Title VI goal is for minority and low-income populations to receive at least their share of the benefits in the case of a net service increase, and no more than their share of the adverse effects, in the case of net service reductions.</p> <p>When Major Service Changes are proposed, the Service Equity Analysis will assess the quantity and quality of service provided and populations affected.</p> <p><b>METHODOLOGY FOR SERVICE EQUITY ANALYSES</b></p> <p>CapMetro uses revenue miles to objectively quantify the effects of a service change. CapMetro computes the change in revenue miles for minority populations at the route level and in aggregate. This is compared to the minority percentage of CapMetro's overall ridership.</p> <p>When proposing to provide new service to a neighborhood or corridor not served by CapMetro, or when on-board survey data is unavailable, CapMetro will compare the population served by the proposed routes with the population in the service area using Census data.</p> <p>For example, assume CapMetro's overall ridership is 68 percent minority and that CapMetro proposed a major service increase. Minority populations would be expected to consume 68 percent of the new service, measured in revenue miles. Deviations from this goal exceeding the disparate impact threshold of 2% (see below) would be considered statistically significant. Therefore, if minority populations received less than 66% of the benefits, this would constitute a potential disparate impact.</p> <p>Service equity analyses will be based on the most recent on-board survey data, and census data may be used if on-board survey data is not appropriate for the analysis undertaken. Each analysis will (1) describe the data set used; and (2) describe what techniques or technologies were used to collect the data.</p> <p>When relying on census data instead of on-board survey data, CapMetro should choose the smallest geographic area that reasonably has access to the bus or rail stop or station. CapMetro shall document the reason for selecting a population and shall prepare maps of the routes that would be reduced, increased, eliminated, added or restructured, overlaid on a demographic map of the service area, in order to study the affected population. CapMetro may also prepare such maps when doing an analysis based</p>
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**TITLE VI POLICIES: Major Service Change, Disparate Impact, Disproportionate Burden Policy and Procedure Strategic Planning and Development PLN-320**

Effective: June 2021  
 Revised: May 2024  
 Approved By: Board of Directors  
 Next Review: 6/1/2027

	<p>on on-board survey data. A service change analysis shall be expressed as a percent change in tabular format.</p> <p>A service change analysis shall be expressed as a percent change in tabular format.</p> <p>Each Title VI Service Equity Analysis will be presented to the CapMetro Board of Directors for its consideration and approval. CapMetro will include such board resolution, meeting minutes, or similar documentation in the subsequent CapMetro Title VI Program Update with a record of action taken by the Board.</p> <p><u>Fare Equity Analyses</u>                  CapMetro's Title VI goal is for minority populations and low-income populations to receive at least their share of the benefits in the case of a fare reduction, and no more than their share of the adverse effects, in the case of fare increase.</p> <p>CapMetro will conduct a Fare Equity Analysis under Title VI whenever a Fare Equity Analysis is required, as defined below.</p> <p><i>A Fare Equity Analysis is required for the following:</i></p> <ul style="list-style-type: none"> <li>a. All fare changes, regardless of the amount of increase or decrease, are subject to a Fare Equity Analysis when contemplating a change; or</li> <li>b. For fare changes associated with the opening of a new fixed-guideway capital project, a Fare Equity Analysis must be completed six months prior to the commencement of revenue service.</li> </ul> <p><i>A Fare Equity Analysis is not required for the following exceptions:</i></p> <ul style="list-style-type: none"> <li>a. "Ozone Action Days" or other instances when CapMetro has declared that all passengers ride free;</li> <li>b. Temporary fare reductions that are mitigating measures for other actions. For example, a reduced fare for passengers impacted by the temporary closure of a segment of a rail system for construction; or Promotional fare reductions. If a promotional or temporary fare reduction (such as response to emergency) lasts longer than six months, then FTA considers the fare reduction permanent and CapMetro must conduct a fare equity analysis.</li> </ul> <p><b>METHODOLOGY FOR FARE EQUITY ANALYSES</b>                  Fare equity Analyses will be based on the most recent on-board survey data for fare analyses, and other ridership or on-board data may be used if the most recent on-board survey data is not appropriate for the analysis undertaken.</p> <p>For fare changes, CapMetro shall analyze on-board survey data indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or payment media that would be subject to the fare change. CapMetro shall:</p> <ul style="list-style-type: none"> <li>1. Determine the number and percent of users of each fare media being changed;</li> <li>2. Review fares before the change and after the change.</li> <li>3. Compare the differences for each particular fare media between minority users and overall users; and</li> <li>4. Compare the differences for each particular fare media between low-income users and overall users.</li> </ul>
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**TITLE VI POLICIES: Major Service Change, Disparate Impact, Disproportionate Burden Policy and Procedure Strategic Planning and Development PLN-320**

Effective: June 2021  
 Revised: May 2024  
 Approved By: Board of Directors  
 Next Review: 6/1/2027

	<p>Each analysis will (1) describe the data set used; and (2) describe what techniques or technologies were used to collect the data.</p> <p>Each Title VI Fare Equity Analysis will be presented to the Capital Metro Transit Authority Board of Directors for its consideration and approval. CapMetro will include such board resolution, meeting minutes, or similar documentation and the results will be included in the subsequent Capital Metro Title VI Program Update with a record of action taken by the Board.</p> <p><u>Disparate Impact Policy and Use</u>                  The Disparate Impact Policy establishes a threshold that identifies when the adverse effects of a Major Service Change (defined above) as well as any fare changes, are borne disproportionately by minority populations (defined above), discovered through the conduct of a Service or Fare Equity Analysis. Service and Fare Equity Analyses will compare existing services or fares to the proposed contemplated changes and calculate the absolute change and the percent change experienced by both minority and non-minority populations or riders.</p> <p>For Service and Fare Equity Analyses, a Disparate Impact threshold of 2% will be used to determine if minority riders are more adversely affected or less positively affected by the proposed change.</p> <ul style="list-style-type: none"> <li>• Service or fare changes are determined to have a Disparate Impact on minority populations if the adverse impacts experienced by minority riders is greater than 2% when compared to the adverse impacts experienced by non-minority populations.</li> <li>• Additionally, if benefits associated with service or fare changes accrue to non-minority populations greater than 2% when compared to minority populations, then this change will be determined to have a Disparate Impact.</li> </ul> <p><b>DISPARATE IMPACT MITIGATIONS</b>                  Should a proposed Major Service Change and/or Fare Change result in a Disparate Impact, CapMetro will consider modifying the proposed change to avoid, minimize, or mitigate the Disparate Impact of the change. If CapMetro finds potential Disparate Impacts and then modifies the proposed changes to avoid, minimize, or mitigate Disparate Impacts, CapMetro will reanalyze the proposed changes in order to determine whether the modifications actually removed the potential Disparate Impacts of the changes.</p> <p>After analyzing proposed mitigations, if a less discriminatory alternative does not exist, CapMetro may implement the proposed change <i>only</i> if:</p> <ul style="list-style-type: none"> <li>• CapMetro has a substantial legitimate justification for the proposed change; and</li> <li>• CapMetro can show that it considered and analyzed alternatives and determined that the alternatives would not have a less disparate impact on minority riders while still accomplishing CapMetro's legitimate program goals.</li> </ul> <p>Where disparate impacts are identified, CapMetro will provide a meaningful opportunity for public comment on any proposed mitigation measures, including the less discriminatory alternatives that may be available.</p> <p><u>Disproportionate Burden Policy and Use</u>                  The Disproportionate Burden Policy establishes a threshold that identifies when the adverse effects of a Major Service Change (defined above) as well as any fare changes are borne disproportionately by low-</p>
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**TITLE VI POLICIES: Major Service Change, Disparate Impact, Disproportionate Burden Policy and Procedure Strategic Planning and Development PLN-320**

Effective: June 2021  
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 Next Review: 6/1/2027

	<p>income populations, discovered through the conduct of a Service or Fare Equity Analysis. While low-income populations are not a protected class under Title VI, there is a recognized overlap in environmental justice principles and the FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes.</p> <p>Equity Analysis will compare existing service or fares to the proposed changes and calculate the absolute change as well as the percent change experienced by both low-income and non low-income populations or riders.</p> <p>For Service and Fare Equity Analyses, a Disproportionate Burden threshold of 2% will be used to determine if low-income riders are more adversely affected, or less positively affected, by the proposed change.</p> <ul style="list-style-type: none"> <li>• Service or fare changes are determined to have a Disproportionate Burden on low-income populations if the adverse impacts experienced by low-income riders is greater than 2% when compared to the adverse impacts experienced by non low-income populations.</li> <li>• Additionally, if benefits associated with service or fare changes accrue to non low-income populations is greater than 2% when compared to low-income populations, then this change will be determined to have a Disparate Impact.</li> </ul> <p>When completing a low-income service or fare equity analysis, CapMetro shall use the same comparison population (ridership data or population of the service area data) as it used for the minority population service or fare equity analysis.</p> <p><b>DISPROPORTIONATE BURDEN MITIGATIONS</b>                  Should a proposed Major Service Change or Fare Change result in a Disproportionate Burden, CapMetro will take steps to avoid, minimize or mitigate impacts when practicable. CapMetro should also describe the alternatives available to low-income riders affected by service changes.</p>
<p>4.0</p>	<p><u>Definitions</u></p> <p><u>Adverse Effects/Impacts:</u> Adverse effects/impacts are defined as impacts that may have negative consequences as a result of a contemplated service or fare change. An adverse effect for service changes can be defined as a geographical or temporal reduction in service that includes but is not limited to: elimination of a route, rerouting an existing route, or a decrease in frequency or span of service. For fare changes, an adverse effect can include, but is not limited to: increases in average fare, reduction of discounts for passes or groups of riders, or a reduction in access to discounted fare products such as those that may result from the introduction of new fare payment technology, or other actions. CapMetro will consider the degree of adverse effects, and analyze those effects, when planning Major Service Changes and all fare changes.</p> <p><u>Disparate Impact:</u> A neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where CapMetro’s policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.</p>



**TITLE VI POLICIES: Major Service Change, Disparate Impact, Disproportionate Burden Policy and Procedure Strategic Planning and Development PLN-320**

Effective: June 2021  
 Revised: May 2024  
 Approved By: Board of Directors  
 Next Review: 6/1/2027

	<p><b>Disproportionate Burden:</b> A neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires CapMetro to evaluate alternatives and mitigate burdens where practicable.</p> <p><b>Emergency Service Adjustment:</b> Changes to routes, service frequencies, or service spans that may be necessitated by emergency situations (weather or otherwise) or a major catastrophe that severely impairs public health or safety, results in changes in access to public streets or rights-of-way, or restricts the ability to access CapMetro equipment needed to operate service.</p> <p><b>Environmental Justice:</b> The fair distribution of the benefits and/or the burdens associated with Federal programs, policies, and activities, including recipients of Federal funding such as CapMetro.</p> <p><b>Equity Analysis:</b> Analysis of proposed service or fare changes to determine if the burdens and benefits are equally distributed between minority and non-minority populations, and low-income and non-low-income populations.</p> <p><b>Fare Change:</b> An increase or decrease in the riders' fare whether applicable to the entire system, or by mode, or by type of fare product or fare media. All fare changes regardless of the magnitude would require a Fare Equity Analysis, not including exceptions.</p> <p><b>Fixed-Route:</b> Refers to public transportation service provided in vehicles operated along pre-determined routes according to a fixed schedule.</p> <p><b>Low-Income population:</b> For purposes of this policy, low-income population is defined as any readily identifiable group of households who are at or below 125% of the United States Department of Health and Human Services Poverty Guidelines.</p> <p><b>Minority Persons:</b> Persons who self-identify as being non-white under the United States Census Bureau guidelines. This includes American Indian and Alaskan Native, Asian, Black or African American, Hispanic, Latino or LatinX, and Native Hawaiian or Other Pacific Islander.</p> <p><b>Minority Population:</b> Any readily identifiable group of minority persons who live in geographic proximity and if circumstances warrant, geographically dispersed/transient populations (such as migrant workers of Native Americans) who will be similarly affected.</p> <p><b>Service Adjustment:</b> Any changes to service, such as reductions or increases to frequency, hours of operation (service span) or routing. Not all service adjustments will be considered Major Service Changes.</p> <p><b>Title VI:</b> Title VI of the Civil Rights Act of 1964 (codified at 42 U.S.C. §2000D et seq.) prohibits discrimination on the basis of race, color or national origin by programs and activities receiving federal financial assistance.</p>
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**TITLE VI POLICIES: Major Service Change, Disparate Impact, Disproportionate Burden**  
 Policy and Procedure  
**Strategic Planning and Development**  
**PLN-320**

Effective: June 2021  
 Revised: May 2024  
 Approved By: Board of Directors  
 Next Review: 6/1/2027

5.0	<p><u>Responsibilities</u></p> <p><u>Board of Directors (the Board):</u> Reviews and amends Board-adopted policies as necessary per the Board of Director Bylaws.</p>												
6.0	<p><u>Revision History</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #cccccc;"> <th colspan="4" style="text-align: center;">REVISION HISTORY TABLE</th> </tr> <tr style="background-color: #cccccc;"> <th style="text-align: center;">REV LEVEL</th> <th style="text-align: center;">CHANGE(S) MADE BY:</th> <th style="text-align: center;">DATE OF CHANGES:</th> <th style="text-align: center;">SECTIONS IMPACTED – DESCRIPTION OF CHANGES</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1.0</td> <td style="text-align: center;">Board of Directors</td> <td style="text-align: center;">May 20, 2024</td> <td><b>Updated the the Service Equity Analyses process. Formatting changes for clarity.</b></td> </tr> </tbody> </table>	REVISION HISTORY TABLE				REV LEVEL	CHANGE(S) MADE BY:	DATE OF CHANGES:	SECTIONS IMPACTED – DESCRIPTION OF CHANGES	1.0	Board of Directors	May 20, 2024	<b>Updated the the Service Equity Analyses process. Formatting changes for clarity.</b>
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1.0	Board of Directors	May 20, 2024	<b>Updated the the Service Equity Analyses process. Formatting changes for clarity.</b>										

## Appendix B. Public Involvement

### Public Involvement Summary

With an engagement period spanning from Friday, November 7, to Wednesday, December 17, 2025, agency efforts on- and offline led to the engagement of over 2,800 community members; and direct communications sent which total over 6,700 engagements through CapMetro Alerts and emails to community-based organizations (CBOs). Additionally, social media efforts generated more than 15,500 impressions, 417 engagements, and over 40 website visits to learn more about the proposed changes across all platforms.

### Summary of Public Comments

Overall, feedback from community members was mixed, with some expressing disappointment or anger at being unable to buy the 1-Day pass, while others supported the change to enable faster boarding times and additional monetary savings for customers with increased usage of the Umo system. At presentations to groups in advisory roles, most feedback expressed concerns related to the disruption to customers currently using the 1-Day pass and adoption of Reloadable Fare Cards or the Umo App.

### Overview of Public Involvement Methods

The following sections reflect the opportunities for community members to be informed of the changes and to share their feedback. These public involvement methods spanned the range from pre-recorded presentations available online to engaging riders at stops and stations. For this project, Public Input (a platform used to engage community members) was used to collect and store comments, and Appendix A is a report of all submitted comments.

### Presentations

Presentations allow staff to more deeply explain the proposed changes, and for live presentations, to answer questions and receive feedback in real time. A recorded presentation in English and Spanish was available online at the start of the engagement period, and live presentations were made to the Access and Customer Satisfaction Advisory Committees. Information about the live presentations is provided in the table below.

Name	Date and Time	Location	Number of Participants
Access Advisory Committee	Wednesday, December 3, 2025, at 5:30pm	Zoom	7

<b>Customer Satisfaction Advisory Committee</b>	Wednesday, December 10, 2025, at 6:00pm	Zoom	10
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Table 1: Information on Live Presentations

## Tabling and Related Activities

At 8 events, CapMetro staff engaged approximately 1,710 community members about the proposed changes.

Name	Date and Time	Location	Approximate Engagements
<b>Cyclovia ATX 2025</b>	Saturday, November 8, 2025, from 10:00am-2:00pm	Marshall Middle School, 4401 Tilley St., Austin, TX 78723	80
<b>Austin Energy Community Connections Resource Fair</b>	Saturday, November 15, 2025, from 11:00am-4:00pm	Eastside Early College High School, 900 Thompson St., Austin, TX 78702	300
<b>CapMetro November Board Meeting</b>	Wednesday, November 17, 2025 at 12:00pm	CapMetro Headquarters, 2910 E. 5th St., Austin, TX 78702	5
<b>H-E-B Feast of Sharing Resource Fair</b>	Tuesday, November 25, 2025, from 4:00pm-8:00pm	Palmer Events Center, 900 Barton Springs Rd., Austin, TX 78704	1000
<b>District 9 Year in Review Community Meeting</b>	Monday, December 1, 2025, from 6:00pm-7:00pm	Austin Energy Headquarters, 4815 Mueller Blvd., Austin, TX 78723	20
<b>Community Holiday Celebration</b>	Saturday, December 6, 2025 from 10:30am-12:30pm	Pan American Recreation Center, 2100 E 3rd St., Austin, TX 78702	55
<b>Colony Park Holiday Event</b>	Saturday, December 6, 2025 from 5:00pm-7:30pm	Turner Roberts Recreation Center, Colony Loop Dr., Austin, TX 78724	250
<b>CapMetro December Board Meeting</b>	Wednesday, December 17, 2025 at 12:00pm	CapMetro Headquarters, 2910 E. 5th St., Austin, TX 78702	0
<b>Approximate Engagements:</b>			<b>1,710</b>

Table 2: Information on Tabling and Related Activities

## At-Stop Outreach & Signage

At-stop outreach and signage was identified as a key engagement method to ensure that those most affected by the project were given extra opportunity to be notified. At-stop locations, as well as the times and days of shifts, were chosen to maximize potential engagements near high ridership stops and stations that also saw significant purchases of 1-Day passes on the bus. Enablement materials for each at-stop outreach shift included:

- 100 flyers in English and Spanish (Appendix B1)
- A laminated reference sheet which included QR codes to download the Umo app or to view the list of participating retailers, and text which explained fare capping in English and Spanish. (Appendix B2)
- A frequently asked questions document (Appendix B3), and
- A talking points document (Appendix B4).

More information on the at-stop outreach shifts is included in the table below.

Approximate Location	Date and Time
Riverside and Pleasant Valley	Tuesday, November 18, 2025, from 6:00am-10:00am
Oltorf at Burton	Tuesday, November 18, 2025, from 6:00am-10:00am
Rundberg at North Lamar	Tuesday, November 18, 2025, from 6:00am-10:00am
Westgate Transit Center	Tuesday, November 18, 2025, from 11:00am-3:00pm
Tech Ridge Park & Ride	Tuesday, November 18, 2025, from 6:00am-10:00am
William Cannon at Bluff Springs	Tuesday, November 18, 2025, from 6:00am-10:00am
Norwood Transit Center	Tuesday, November 18, 2025, from 7:00am-11:00am
Riverside and Pleasant Valley	Wednesday, November 19, 2025, from 6:00am-10:00am
Oltorf at Burton	Wednesday, November 19, 2025, from 6:00am-10:00am
Rundberg at North Lamar	Wednesday, November 19, 2025, from 6:00am-10:00am
Westgate Transit Center	Wednesday, November 19, 2025, from 11:00am-3:00pm
Tech Ridge Park & Ride	Wednesday, November 19, 2025, from 6:00am-10:00am
William Cannon at Bluff Springs	Wednesday, November 19, 2025, from 6:00am-10:00am
Norwood Transit Center	Wednesday, November 19, 2025, from 7:00am-11:00am
Riverside and Pleasant Valley	Thursday, November 20, 2025, from 12:00pm-4:00pm
Rundberg at North Lamar	Thursday, November 20, 2025, from 10:30am-2:30pm
Oltorf at Burton	Thursday, November 20, 2025, from 12:00pm-4:00pm
Tech Ridge Park & Ride	Thursday, November 20, 2025, from 12:00pm-4:00pm
Norwood Transit Center	Thursday, November 20, 2025, from 1:00pm-5:00pm
<b>Approximate Engagements:</b>	<b>1,100</b>

Table 3: Information on At-Stop Outreach Shifts

Signage (Appendix B5) was also posted at stops using the same prioritization method as in-person outreach and contained the essential information for riders to know in both English and Spanish. The list of locations and Stop IDs can be found in the table below.

Location	Stop ID #s
Riverside at Pleasant Valley	5779, 4288, 6367, 6442
Riverside at Town Creek	1032
Burton at Valley Hill	1243
Oltorf at Burton	6511, 6512, 1359, 1358
Crestview Station / North Lamar at Airport	5604, 5606, 5860
North Lamar Transit Center	6400, 5859
North Lamar at Fairfield	467, 6348
North Lamar at Rundberg	3148, 4540, 2583, 2821, 4539
Norwood Transit Center	6426
Rundberg at Marlborough	3134
Republic Square	2112, 5868, 5867, 5938, 2613, 2643
Westgate Transit Center	6373, 6374, 6375, 6377, 6379
Tech Ridge Park and Ride	5304, 5273, 5302
William Cannon at Bluff Springs	5377, 554, 5704
Austin Bergstrom Internation Airport	4326
South Congress Transit Center	5553, 5552, 5551, 5547, 5545, 5544

Table 4: Information on At-Stop Signage Placement

## Digital Communications & Social Media

Digital communications are a key part of all engagement projects and are the most efficient way to notify potentially impacted or interested community members.

Email communications were crafted and distributed to notify community organizations about the proposed changes. The email (Appendix B6) was sent twice to Community Engagement’s list of contacts within community organizations using Public Input, and once to the City of Austin’s Neighborhood Services Unit listserv. The table below is a summary of the performance from both emails sent through Public Input.

Date	(Delivered) Recipients	Unique Opens	Unique Clicks
11/7	384	87	4
12/4	382	183	3

*Table 5: Performance Summary for Project Emails*

This email was also shared directly to contacts that Community Engagement staff had within the following organizations in efforts to reach Low English Proficiency customers:

- AVANCE
- Dolores Catholic Church
- Austin Public Library
- El Buen Samaritano
- LULAC
- Foundation Communities
- Network of Asian American Organizations
- On Point Re-Entry
- North Austin Muslim Community Center
- Islamic Center of Greater Austin (ICGA)
- Casa Marianella
- Vietnamese American Community of Austin

In addition to detailed emails, CapMetro Alerts were sent to over 6,500 subscribers either by email, text, or RSS feed. Key highlights of the two Alert reports (Appendix B7 and B8) are found in the table below.

Date	(Delivered) Recipients	Unique Opens	Unique Clicks
11/7	6,335	622	27
12/2	6,288	604	42

*Table 6: Performance Summary for CapMetro Alerts*

Lastly, the metrics of the social media campaign can be found in the table below.

Date	Platform	Impressions	Engagement	Link Clicks
11/7	Facebook	3,121	131	10
11/7	Twitter/X	5,865	123	12
11/20	Facebook	713	24	9
11/20	Twitter/X	281	6	1
12/3	Facebook	631	24	5
12/3	Twitter/X	279	18	5
11/7 – 12/17 (Pinned Post)	Instagram	4,705	91	4

*Table 7: Performance Summary for Social Media Posts*

## Additional Communications of Note

Outside of Community Engagement’s direct public involvement activities, CapMetro staff from various departments make communications to key partners to facilitate strong relationships and wider community awareness of projects. These messages are often crafted to fit the needs of each department, sent directly to personal contacts (rather than in bulk), and lack the tracking of metrics typical of project communications due to their adjusted focus. A summary of these communications are listed in the table below, and do not necessarily include all communications made from CapMetro staff to external partners.

Date	Department	Audience	Notes
<p><b>Monday, November 17, 2025</b></p>	<p>Public Safety (Community Intervention)</p>	<p>Collaboration Technologies for Organizations Serving the Homeless (CTOSH) listserv</p>	<p>Included note about 1-Day pass roll-off.</p>
<p><b>Friday, November 21, 2025</b></p>	<p>Government Affairs</p>	<p>Member City Mayors + City Managers, City of Austin Council Offices</p>	<p>Postponed from original engagement launch date due to November elections.</p>
<p><b>Monday, November 24, 2025</b></p>	<p>Finance</p>	<p>Organizations enrolled in the Discount Pass Program (DPP)</p>	<p>November DPP meeting summary. Included note about 1-Day pass roll-off.</p>
<p><b>Tuesday, December 9, 2025</b></p>	<p>Finance</p>	<p>Organizations enrolled in the Discount Pass Program (DPP)</p>	<p>December DPP meeting summary. Included note about 1-Day pass roll-off.</p>

*Table 8: Summary of Additional Non-Public Involvement Communications*

## Appendix B1: Outreach Flyer



# Important Update for CapMetro Riders Who Pay Bus Fare with Cash

## We're replacing our bus fareboxes in 2026 — here's how it affects you

There is no change to the price you pay. You will still be able to pay cash for single rides, but **day passes will no longer be sold on the bus.**

**Get the same cost benefits of a day pass through fare capping with these payment methods:**

- Use the Umo app on your phone
- Pick up a reloadable CapMetro fare card at H-E-B or the CapMetro Transit Store. **You can reload your card with cash at many stores like H-E-B, 7-Eleven, Dollar General, Walgreens and CVS.**
- Tap-to-pay with your credit or debit card (Coming 2026)



GET MORE INFO AND SHARE FEEDBACK

[capmetro.org/farebox](https://capmetro.org/farebox)

如果您對以上的資料有興趣，而需要中文版的話，請發電郵至 [engage@capmetro.org](mailto:engage@capmetro.org)

정보가 다른 언어로 필요하신 경우, [engage@capmetro.org](mailto:engage@capmetro.org) 으로 이메일을 보내주시기 바랍니다

Nếu thông tin này cần thiết bằng ngôn ngữ khác, vui lòng gửi email đến [engage@capmetro.org](mailto:engage@capmetro.org)

यदि यह जानकारी किसी अन्य भाषा में चाहिए, तो कृपया [engage@capmetro.org](mailto:engage@capmetro.org) पर ईमेल करें।

إذا كنت بحاجة إلى هذه المعلومات بلغة أخرى، يرجى إرسال بريد إلكتروني إلى [engage@capmetro.org](mailto:engage@capmetro.org)

Si vous avez besoin de ces informations dans une autre langue, veuillez envoyer un courriel à [engage@capmetro.org](mailto:engage@capmetro.org)

Если эта информация нужна на другом языке, пожалуйста, отправьте письмо на адрес [engage@capmetro.org](mailto:engage@capmetro.org)

หากต้องการข้อมูลนี้ในภาษาอื่น โปรดส่งอีเมลไปที่ [engage@capmetro.org](mailto:engage@capmetro.org)

Reasonable modifications and equal access to communications, including auxiliary aids, services, and translation assistance, are provided upon request. Please provide notice at least two days in advance.

Contact: [engage@capmetro.org](mailto:engage@capmetro.org)

# CapMetro

## Importante: Actualización para quienes pagan el pasaje del autobús en efectivo

**Estamos reemplazando las terminales de pago de cobro en 2026 — esto es lo que necesitas saber**

Todavía podrás pagar en efectivo por viajes singulares, pero ya **no podrás comprar pases de día en el autobús.**

**Reciba los mismos beneficios de costo de un pase diario a través del límite de tarifas con estos métodos de pago:**

- Usar la app Umo en tu teléfono
- Conseguir una Tarjeta Recargable de CapMetro en H-E-B o en la Tienda de CapMetro. **Puedes recargar tu tarjeta con efectivo en muchos lugares como H-E-B, 7-Eleven, Dollar General, Walgreens y CVS.**
- Pagar con tarjeta de crédito o débito (Próximamente en 2026)



**OBTÉN MÁS INFO Y  
COMPARTE TU OPINIÓN**

[capmetro.org/farebox](https://capmetro.org/farebox)

Se ofrecen modificaciones razonables y acceso equitativo a las comunicaciones, incluyendo ayudas auxiliares, servicios y asistencia de traducción, previa solicitud. Por favor, notifique con al menos dos días de anticipación.

Contacto: [engage@capmetro.org](mailto:engage@capmetro.org)

## Appendix B2: Fare Capping Reference Sheet



### What is fare capping?

CapMetro uses pay-as-you-ride fare capping to make sure riders never pay more than the cost of a pass.

**Daily:** After a rider taps their card to pay for 2 rides in one service day (4:00 a.m. to 3:59 a.m.), they automatically earn unlimited rides for the rest of that day.

**Monthly:** If you ride twice a day for 17 or more days in a calendar month, you'll automatically earn unlimited rides for the rest of that month.

### ¿Qué es el Límite de Tarifas?

CapMetro utiliza el sistema de límite de tarifas por uso para garantizar que los pasajeros nunca paguen más que el costo de un pase.

**Diario:** Después de que un pasajero paga por 2 viajes en un mismo día de servicio (de 4:00 a.m. a 3:59 a.m.), automáticamente obtiene viajes ilimitados por el resto del día.

**Mensual:** Si viajas dos veces al día durante 17 días o más en un mes calendario, automáticamente obtendrás viajes ilimitados por el resto del mes.



## Appendix B3: Farebox Replacement FAQ



### Farebox Replacement FAQ

#### Why are the fareboxes being replaced?

Our current fareboxes are approximately 20 years old; the new fareboxes will make your ride smoother and faster.

#### Tap-to-pay

Tap-to-pay with credit or debit cards, as well as Google and Apple Pay, will be coming in Early 2026. If you use this option, you'll get fare capping just for the day, not the month like with the Reloadable Fare Cards or the Umo app.

#### Why is CapMetro getting rid of the day pass?

The new fareboxes don't support printing, which means they will not print passes. Customers will still have access to daily and monthly caps through Umo app and reloadable fare cards.

#### I only use cash. How will this affect me?

You can still pay cash for single trips on board. You will need to pay with exact change every time you ride. If you usually ride more than twice in a service day, you'll want to get a reloadable fare card from H-E-B or from the CapMetro Transit Store. These can be loaded with cash at our retail partners such as H-E-B, 7-Eleven, CVS Pharmacy, Walgreens, or at the Transit Store. The full list of more than 220 retailers is on our website at [capmetro.org/retailers](http://capmetro.org/retailers)

#### Where can I share my thoughts / complain / ask questions of staff?

If you'd like to share your thoughts, our Community Engagement team is collecting feedback through December 15 on our website at [capmetro.org/farebox](http://capmetro.org/farebox) - or you can email them at [engage@capmetro.org](mailto:engage@capmetro.org).

#### Is CapMetro raising fares?

Our prices are not changing– this only affects the way riders can pay fare with cash on board buses.

#### Can I still pay with cash on the bus?

Yes - riders can still pay cash for single trips on board. If you ride more than twice in a day, you'll want to use:

- The Umo app, available in smartphone app stores (e.g. Apple, Google, and Samsung) or
- A reloadable fare card available at H-E-B or at the CapMetro Transit Store.
  - Cash can be added to your Umo app or a reloadable fare card at one of our retail partners including H-E-B, 7-Eleven, Walgreens, CVS Pharmacy or Dollar General.
  - A full list of partners and their locations are available on [CapMetro.org/retailers](https://www.capmetro.org/retailers)
- In early 2026, you will be able to tap-to-pay using your credit/debit card, Apple Pay or Google pay

#### When will the new fareboxes be installed?

Replacement of our fareboxes will start around mid-2026. More information, including a specific date, will be available as we get closer to that time.

#### Will bus operators sell day passes in another way?

No, operators will not be able to sell paper day passes with the new fareboxes.

## Appendix B4: Farebox Replacement Talking Points



### Farebox Replacement Talking Points

#### EXTERNAL: Reasons for the Farebox Replacement

- Current fareboxes are approximately 20 years old and have reached their end of life; they are no longer supported by the manufacturer.

#### EXTERNAL: Payment Options for Customers

- Riders can still pay cash for single trips on board.
- Riders can access fare capping by using:
  - The Umo app, available in smartphone app stores (e.g. Apple, Google, and Samsung).
  - A reloadable fare card available at H-E-B or at the CapMetro Transit Store. Cash can be added to the reloadable fare cards at one of our retail partners including H-E-B, 7-Eleven, Walgreens, CVS Pharmacy or Dollar General. A full list of partners and their locations are available on [CapMetro.org/retailers](https://www.capmetro.org/retailers)
  - (Daily fare capping only) Tap-to-pay with credit or debit cards, Apple pay and Google pay.

#### EXTERNAL: Purpose of the Title VI Analysis

- Title VI of the Civil Rights Act requires CapMetro to ensure that changes to fare collection do not result in discrimination based on race, color, or national origin.
- The analysis also evaluates whether low-income riders experience a disproportionate burden from fare changes.
- For the farebox replacement, the focus is on the removal of the option to purchase a 1-Day Pass with cash on the bus.

#### EXTERNAL: Key Findings from the Analysis

- More than 97% of trips will see no change in fares.

- Fewer than 3% of trips are affected, specifically riders who buy a 1-Day Pass with cash on board.
- For riders affected:
  - Minority riders: The average impact is less than a penny per boarding. The projected difference (1.3% vs. 0.1% for non-minority) is well below the 2% threshold for disparate impact. No disparate impact found.
  - Low-income riders: The average impact is also less than a penny per boarding. The difference (0.4% vs. -0.02%) is well below the 2% threshold for disproportionate burden. No disproportionate burden found.

## Appendix B5: Farebox Replacement Signage



# Paying your fare with cash?

New fareboxes are coming for our buses in mid-2026! You'll still be able to pay cash for single rides, but day passes will not be sold on the bus.

# ¿Pagas tu pasaje en efectivo?

¡En mediados de 2026 tendremos nuevas terminales de pago para pagar en los autobuses! Todavía podrás pagar en efectivo por viajes singulares, pero ya no se el autobús.



**GET MORE INFO AND SHARE FEEDBACK**  
*OBTÉN MÁS INFO Y COMPARTE TU OPINIÓN*

[capmetro.org/farebox](https://capmetro.org/farebox)

Reasonable modifications and equal access to communications, including auxiliary aids, services, and translation assistance, are provided upon request. Please provide notice at least two days in advance.  
Contact: [engage@capmetro.org](mailto:engage@capmetro.org)

Se ofrecen modificaciones razonables y acceso equitativo a las comunicaciones, incluyendo ayudas auxiliares, servicios y asistencia de traducción, previa solicitud. Por favor, notifique con al menos dos días de anticipación.  
Contacto: [engage@capmetro.org](mailto:engage@capmetro.org)

## Appendix B6: Community Engagement Email

Firefox

<https://publicinput.com/Email/x266605>



### Bus Farebox Replacement mid-2026

CapMetro is replacing our outdated fareboxes on buses in mid-2026. There is no change to the price you pay. You will still be able to pay cash for single rides, but day passes will no longer be sold on the bus.

To get the same cost benefits of a day pass, you will be able to:

- Use the Umo app on your phone
- Pick up a CapMetro reloadable fare card at H-E-B or the Transit Store at 1705 Guadalupe St.
- Tap-to-pay with personal phones and credit/debit cards (Coming in early 2026)

You can reload your fare card with cash at many stores like H-E-B, 7-Eleven, Dollar General, Walgreens and CVS.

[See Full List of Supporting Retailers](#)

### We want to hear from you

We'll answer your questions in person outside the Rosa Parks Boardroom at 2910 East 5th Street on November 17 at noon or December 17 at noon. We'll also be at busy stops to help you in person and answer your questions.

[GET MORE INFO AND SHARE FEEDBACK](#)



## Reemplazo de cajas de pago en autobuses – Mitad de 2026

CapMetro va a reemplazar las cajas de pago viejas en los autobuses a mediados de 2026. El precio del pasaje no cambia. Todavía podrás pagar en efectivo por viajes sencillos, pero ya no se venderán pases diarios en el autobús.

Para seguir aprovechando el mismo descuento de un pase diario, podrás:

- Usar la app Umo en tu teléfono
- Conseguir una tarjeta recargable de CapMetro en H-E-B o en la Transit Store (1705 Guadalupe St.)
- Pagar con tu teléfono o tarjeta de crédito/débito con solo acercarla (llega a inicios de 2026)

Podrás recargar tu tarjeta con efectivo en muchas tiendas como H-E-B, 7-Eleven, Dollar General, Walgreens y CVS.

Mira la lista completa de tiendas participantes:

### Queremos escucharte

Estaremos respondiendo preguntas en persona afuera del Rosa Parks Boardroom (2910 East 5th Street) el 17 de noviembre al mediodía o el 17 de diciembre al mediodía. También estaremos en paradas con mucho tráfico para ayudarte y responder tus preguntas.

Obtén más info y comparte tus comentarios aquí:

Firefox

<https://publicinput.com/Email/x266605>

Sent on behalf of Capital Metropolitan Transportation Authority by PublicInput  
2409 Crabtree Blvd, Suite 107, Raleigh, NC 27604

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[View this email in a browser](#) | [Translate](#)

# Appendix B7: Email Metrics – 11/07/2025

Capital Metropolitan Transportation Authority TX - Bulle... **GOVDELIVERY**

Subject: Important Update for CapMetro Riders Who Pay Bus Fare with Cash  
 Sent: 11/07/2025 09:36 AM CST  
 Sent By: madhu.singh@capmetro.org  
 Sent To: 96 Topics



Email Delivery Stats

Minutes	Cumulative Attempted
3	98%
5	99%
10	99%
30	99%
60	99%
120	99%

Delivery Metrics - Details

- 6,738** Total Sent
- 6,335 (94%)** Delivered
- 0 (0%)** Pending
- 403 (6%)** Bounced
- 0 (0%)** Unsubscribed

Bulletin Analytics

- 961** Total Opens
- 622 (13%)** Unique Opens
- 35** Total Clicks
- 27 (1%)** Unique Clicks
- 15** # of Links

Delivery and performance —  
*These figures represent all data since the bulletin was first sent to present time.*

	Progress	% Delivered	Recipients	# Delivered	Opened Unique	Bounced/Failed	Unsubscribes
<b>Email Bulletin</b>	Delivered	96.4%	4,917	4,738	622 / 13.1%	179	0
<b>Digest</b>	n/a	n/a	0	0	0 / 0.0%	0	0
<b>SMS Message</b>	Delivered	87.7%	1,821	1,597	n/a	224	n/a

Link URL	Unique Clicks	Total Clicks
<a href="http://capmetro.org/farebox?utm_medium=email&amp;utm_source=govdelivery">http://capmetro.org/farebox?utm_medium=email&amp;utm_source=govdelivery</a>	9	13
<a href="http://capmetro.org/retailers?utm_medium=email&amp;utm_source=govdelivery">http://capmetro.org/retailers?utm_medium=email&amp;utm_source=govdelivery</a>	5	7
<a href="https://capmetro.org/help/?utm_medium=email&amp;utm_source=govdelivery">https://capmetro.org/help/?utm_medium=email&amp;utm_source=govdelivery</a>	2	4
<a href="https://capmetro.org/?utm_medium=email&amp;utm_source=govdelivery">https://capmetro.org/?utm_medium=email&amp;utm_source=govdelivery</a>	2	2
<a href="https://twitter.com/CapMetroATX?utm_medium=email&amp;utm_source=govdelivery">https://twitter.com/CapMetroATX?utm_medium=email&amp;utm_source=govdelivery</a>	1	1
<a href="https://www.facebook.com/capmetroatx?utm_medium=email&amp;utm_source=govdelivery">https://www.facebook.com/capmetroatx?utm_medium=email&amp;utm_source=govdelivery</a>	1	1
<a href="https://www.youtube.com/user/iridecapmetro?utm_medium=email&amp;utm_source=govdelivery">https://www.youtube.com/user/iridecapmetro?utm_medium=email&amp;utm_source=govdelivery</a>	1	1
<a href="https://www.instagram.com/capmetroatx/?utm_medium=email&amp;utm_source=govdelivery">https://www.instagram.com/capmetroatx/?utm_medium=email&amp;utm_source=govdelivery</a>	1	1
<a href="https://capmetroblog.com/?utm_medium=email&amp;utm_source=govdelivery">https://capmetroblog.com/?utm_medium=email&amp;utm_source=govdelivery</a>	1	1
<a href="https://capmetro.org/help?utm_medium=email&amp;utm_source=govdelivery">https://capmetro.org/help?utm_medium=email&amp;utm_source=govdelivery</a>	1	1
<a href="https://public.govdelivery.com/accounts/TXCAPMETRO/subscriber/new?preferences=true">https://public.govdelivery.com/accounts/TXCAPMETRO/subscriber/new?preferences=true</a>	1	1
<a href="https://subscriberhelp.govdelivery.com/">https://subscriberhelp.govdelivery.com/</a>	1	1
<a href="https://subscriberhelp.granicus.com/?utm_medium=email&amp;utm_source=govdelivery">https://subscriberhelp.granicus.com/?utm_medium=email&amp;utm_source=govdelivery</a>	1	1
<a href="https://public.govdelivery.com/accounts/TXCAPMETRO/subscriber/one_click_unsubscribe?verification=%5B%5BVERIFICATION%5D%5D&amp;destination=%5B%5BEMAIL_ADDRESS%5D%5D">https://public.govdelivery.com/accounts/TXCAPMETRO/subscriber/one_click_unsubscribe?verification=%5B%5BVERIFICATION%5D%5D&amp;destination=%5B%5BEMAIL_ADDRESS%5D%5D</a>	0	0

## Appendix B8: Email Metrics – 12/02/2025

Capital Metropolitan Transportation Authority TX - Bulle... **GOVDELIVERY**

Subject: Important Update for CapMetro Riders Who Pay Bus Fare with Cash  
 Sent: 12/02/2025 10:42 AM CST  
 Sent By: madhu.singh@capmetro.org  
 Sent To: 96 Topics



Email Delivery Stats

Minutes	Cumulative Attempted
3	98%
5	99%
10	99%
30	99%
60	99%
120	99%

Delivery Metrics - Details

- 6,696** Total Sent
- 6,288 (94%)** Delivered
- 0 (0%)** Pending
- 408 (6%)** Bounced
- 2 (0%)** Unsubscribed

Bulletin Analytics

- 909** Total Opens
- 604 (13%)** Unique Opens
- 49** Total Clicks
- 42 (1%)** Unique Clicks
- 15** # of Links

Delivery and performance

*These figures represent all data since the bulletin was first sent to present time.*

	Progress	% Delivered	Recipients	# Delivered	Opened Unique	Bounced/Failed	Unsubscribes
<b>Email Bulletin</b>	Delivered	96.3%	4,876	4,697	604 / 12.9%	179	2
<b>Digest</b>	n/a	n/a	0	0	0 / 0.0%	0	0
<b>SMS Message</b>	Delivered	87.4%	1,820	1,591	n/a	229	n/a

Link URL	Unique Clicks	Total Clicks
<a href="http://capmetro.org/retailers?utm_medium=email&amp;utm_source=govdelivery">http://capmetro.org/retailers?utm_medium=email&amp;utm_source=govdelivery</a>	7	9
<a href="http://capmetro.org/farebox?utm_medium=email&amp;utm_source=govdelivery">http://capmetro.org/farebox?utm_medium=email&amp;utm_source=govdelivery</a>	7	7
<a href="https://capmetro.org/?utm_medium=email&amp;utm_source=govdelivery">https://capmetro.org/?utm_medium=email&amp;utm_source=govdelivery</a>	5	6
<a href="https://capmetro.org/help/?utm_medium=email&amp;utm_source=govdelivery">https://capmetro.org/help/?utm_medium=email&amp;utm_source=govdelivery</a>	3	6
<a href="https://public.govdelivery.com/accounts/TXCAPMETRO/subscriber/one_click_unsubscribe?verification=%5B%5BVERIFICATION%5D%5D&amp;destination=%5B%5BEMAIL_ADDRESS%5D%5D">https://public.govdelivery.com/accounts/TXCAPMETRO/subscriber/one_click_unsubscribe?verification=%5B%5BVERIFICATION%5D%5D&amp;destination=%5B%5BEMAIL_ADDRESS%5D%5D</a>	2	3
<a href="https://capmetro.org/help?utm_medium=email&amp;utm_source=govdelivery">https://capmetro.org/help?utm_medium=email&amp;utm_source=govdelivery</a>	2	2
<a href="https://public.govdelivery.com/accounts/TXCAPMETRO/subscriber/new?preferences=true">https://public.govdelivery.com/accounts/TXCAPMETRO/subscriber/new?preferences=true</a>	2	2
<a href="https://subscriberhelp.govdelivery.com/">https://subscriberhelp.govdelivery.com/</a>	2	2
<a href="https://capmetroblog.com/?utm_medium=email&amp;utm_source=govdelivery">https://capmetroblog.com/?utm_medium=email&amp;utm_source=govdelivery</a>	2	2
<a href="https://www.instagram.com/capmetroatx/?utm_medium=email&amp;utm_source=govdelivery">https://www.instagram.com/capmetroatx/?utm_medium=email&amp;utm_source=govdelivery</a>	2	2
<a href="https://subscriberhelp.granicus.com/?utm_medium=email&amp;utm_source=govdelivery">https://subscriberhelp.granicus.com/?utm_medium=email&amp;utm_source=govdelivery</a>	2	2
<a href="https://twitter.com/CapMetroATX?utm_medium=email&amp;utm_source=govdelivery">https://twitter.com/CapMetroATX?utm_medium=email&amp;utm_source=govdelivery</a>	2	2
<a href="https://www.facebook.com/capmetroatx?utm_medium=email&amp;utm_source=govdelivery">https://www.facebook.com/capmetroatx?utm_medium=email&amp;utm_source=govdelivery</a>	2	2
<a href="https://www.youtube.com/user/iridecapmetro?utm_medium=email&amp;utm_source=govdelivery">https://www.youtube.com/user/iridecapmetro?utm_medium=email&amp;utm_source=govdelivery</a>	2	2

# CapMetro Fare Structure

As approved by the CapMetro Board: February 2026

Effective: June 1, 2026



	Standard Fare	Reduced Fare ID Card Program <sup>1</sup>	Equifare Program <sup>2</sup>
<b>Local Fares (Local bus routes, UT Shuttle, CapMetro Rapid routes, and Pickup by CapMetro)</b>			
Single Ride	\$1.25	\$0.60	\$1.00
Day Pass	\$2.50	\$1.25	\$2.00
7-Day Pass	\$11.25		
31-Day Pass	\$41.25	\$20.60	\$33.00
Daily Fare Cap	\$2.50	\$1.25	\$2.00
Monthly Fare Cap	\$41.25	\$20.60	\$33.00
Pickup by CapMetro	\$1.25	\$0.60	\$1.00
<b>Commuter Fares (Express routes and Rail services)</b>			
Single Ride	\$3.50	\$1.75	\$3.00
Daily Fare Cap	\$7.00	\$3.50	\$6.00
Monthly Fare Cap	\$96.25	\$48.10	\$77.00
Day Pass	\$7.00	\$3.50	\$6.00
7-Day Pass	\$27.50		
31-Day Pass	\$96.25	\$48.10	\$77.00
<b>CapMetro Access (door-to-door, paratransit shared-ride service for registered riders)</b>			
Single Ride	\$1.75		
10-Ride Booklet	\$17.50		
Monthly Pass	\$46.50		
<b>Other Fare Programs</b>			
<p><b>Free Fares Program:</b> Students K-12 with valid student ID ride free on all CapMetro services, and CapMetro Access riders under 19 years of age ride free on CapMetro Access. Military and emergency personnel in uniform ride free on all CapMetro services.</p> <p><b>Basic Transportation Needs Fund/Transit Empowerment Fund:</b> A charitable fund established with the purpose of assisting riders who cannot afford the established transit fares. The fund provides low-cost or free fares to eligible riders through a partnership with social services providers and community-based organizations.</p>			

**Fare Capping Program:** Establishes a fare capping structure to increase the affordability of fares by capping the amount that a rider pays as follows:

- **Local Fare Caps**
  - Daily: \$2.50
  - Monthly: \$41.25
- **Commuter Fare Caps**
  - Daily: \$7.00
  - Monthly: \$96.25

**Note:** A “day” is defined to run from 4:00 a.m. to 3:59 a.m. in line with CapMetro’s Service Day hours. Fare capping resets daily at 4 a.m.

**Note:** Fare capping does not apply to Pickup by CapMetro.

**Transit Pass for the Unhoused Community:** A program through which CapMetro may offer transit passes at no cost to individuals experiencing homelessness or housing insecurity if those individuals are receiving services from social service providers participating in Travis County HMIS (Homeless Management Information System).

**Business-to-Business Program:** CapMetro for Business, Higher Education and Government offers bulk purchasing programs that allow organizations to offer employees and students discounted transit passes as follows: up to 35% discount for higher education institutions; up to 30% discount for employees of government agencies; and up to 20% discount for employees of business enterprises.

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<sup>1</sup> CapMetro’s Reduced Fare ID Card Program provides half-price local and commuter fares to eligible riders (Seniors (65+), Medicare card holders, active and reserve military ID holders, and riders with disabilities).

<sup>2</sup> CapMetro’s Equifare Program provides 20% discounted fare rates for eligible riders that meet income thresholds or participate in social services programs.

# CapMetro Fare Structure

As approved by the CapMetro Board: February 2026

Effective: June 1, 2026



	Standard Fare	Reduced Fare ID Card Program <sup>1</sup>	Equifare Program <sup>2</sup>
<b>Local Fares</b> (Local bus routes, UT Shuttle, CapMetro Rapid routes, and Pickup by CapMetro)			
<b>Single Ride</b>	\$1.25	\$0.60	\$1.00
<b>Daily Fare Cap</b>	\$2.50	\$1.25	\$2.00
<b>Monthly Fare Cap</b>	\$41.25	\$20.60	\$33.00
<b>Pickup by CapMetro</b>	\$1.25	\$0.60	\$1.00
<b>Commuter Fares</b> (Express routes and Rail services)			
<b>Single Ride</b>	\$3.50	\$1.75	\$3.00
<b>Daily Fare Cap</b>	\$7.00	\$3.50	\$6.00
<b>Monthly Fare Cap</b>	\$96.25	\$48.10	\$77.00
<b>CapMetro Access</b> (door-to-door, paratransit shared-ride service for registered riders)			
<b>Single Ride</b>	\$1.75		
<b>10-Ride Booklet</b>	\$17.50		
<b>Monthly Pass</b>	\$46.50		
<b>Other Fare Programs</b>			
<p><b>Free Fares Program:</b> Students K-12 with valid student ID ride free on all CapMetro services, and CapMetro Access riders under 19 years of age ride free on CapMetro Access. Military and emergency personnel in uniform ride free on all CapMetro services.</p> <p><b>Basic Transportation Needs Fund/Transit Empowerment Fund:</b> A charitable fund established with the purpose of assisting riders who cannot afford the established transit fares. The fund provides low-cost or free fares to eligible riders through a partnership with social services providers and community-based organizations.</p>			

**Fare Capping Program:** Establishes a fare capping structure to increase the affordability of fares by capping the amount that a rider pays as follows:

- **Local Fare Caps**
  - Daily: \$2.50
  - Monthly: \$41.25
- **Commuter Fare Caps**
  - Daily: \$7.00
  - Monthly: \$96.25

**Note:** A “day” is defined to run from 4:00 a.m. to 3:59 a.m. in line with CapMetro’s Service Day hours. Fare capping resets daily at 4 a.m.

**Note:** Fare capping does not apply to Pickup by CapMetro.

**Transit Pass for the Unhoused Community:** A program through which CapMetro may offer transit passes at no cost to individuals experiencing homelessness or housing insecurity if those individuals are receiving services from social service providers participating in Travis County HMIS (Homeless Management Information System).

**Business-to-Business Program:** CapMetro for Business, Higher Education and Government offers bulk purchasing programs that allow organizations to offer employees and students discounted transit passes as follows: up to 35% discount for higher education institutions; up to 30% discount for employees of government agencies; and up to 20% discount for employees of business enterprises.

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<sup>1</sup> CapMetro’s Reduced Fare ID Card Program provides half-price local and commuter fares to eligible riders (Seniors (65+), Medicare card holders, active and reserve military ID holders, and riders with disabilities).

<sup>2</sup> CapMetro’s Equifare Program provides 20% discounted fare rates for eligible riders that meet income thresholds or participate in social services programs.

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**Capital Metropolitan Transportation Authority (CapMetro) Fare Policy**  
**Approved by the CapMetro Board of Directors on February 23, 2026**

**1. PURPOSE**

The purpose of this policy is to establish goals, objectives and guidelines to assist the CapMetro Board of Directors (the “**Board**”) and staff in making decisions regarding changes to transit fares. All such decisions will be made in accordance with CapMetro’s enabling legislation, Texas Transportation Code Chapter 451, as amended, and Federal Transit Administration (FTA) fare requirements, including 49 CFR Section 609 related to reduced fares for elderly and handicapped persons. When considering increasing or restructuring fares, CapMetro will conduct a comprehensive review of ways to reduce costs and increase ridership, and the corresponding effects on fare box recovery, to minimize the effects of any fare changes on CapMetro’s customers.

**2. SCOPE**

This policy applies to all transit fares established by CapMetro. This policy does not apply to CapMetro provided transit amenities, such as bike shares or park and rides.

**3. GOAL**

The goal of this policy is to support CapMetro’s overall strategic mission to provide quality public transportation choices for our community that meet the needs of our growing region. To accomplish this mission, CapMetro must develop and use its resources in a manner that ensures sustainable business growth.

**4. OBJECTIVES**

The following objectives are designed to support CapMetro’s Fare Policy goal and balance the desire to keep fares affordable for CapMetro customers with the need to maximize fare revenue to help maintain and expand transit operations.

- A. **Customer/Community Objectives:** The Board and staff will consider the impact that fare changes have on customers and the community within the scope of the following three customer/community objectives:
  - i. **Promote utilization of all modes of CapMetro transportation:** CapMetro seeks to encourage and facilitate transit ridership within CapMetro’s service area by setting fares that are accessible to the widest possible range of existing and potential rider groups.
  - ii. **Establish equitable fares:** To be equitable, fares should take into account the socioeconomic makeup of CapMetro customers and their utilization of the different types of services.
    - a. **Fare Equity Analysis:** CapMetro will perform a fare equity analysis to assess effects of proposed fare changes on riders and describe actions to avoid,

minimize or mitigate such effects.

- b. Agency Discounted Pass Program: CapMetro will provide discounted passes to qualifying non-profit, not-for-profit and governmental agencies that assist low-income persons and families. Qualifying agencies may provide passes purchased under this program to agency clients at no more than the discounted price. The Board may establish the discount (currently 50%) provided to agencies under this program when approving CapMetro’s annual operating budget. The Board may establish limits for the Discounted Pass Program, by establishing a monthly allotment system based on: (i) the number of clients served by an agency; ii) the agency’s annual budget; and/or (iii) a maximum amount any agency may purchase in any given month.
  - c. Basic Transportation Needs Fund: CapMetro may establish a charitable fund to assist persons and families who cannot afford the established transit fares. Such a fund can be created and maintained in partnership with social services providers and community-based organizations.
  - d. Transit Pass for the Unhoused Community: CapMetro may establish a program that offers transit passes at no cost to individuals experiencing homelessness if those individuals are receiving services from social service providers participating in Travis County HMIS (Homeless Management Information System).
  - e. Equifare Program: CapMetro may establish a program that offers discounted fares for low income-eligible customers.
  - f. Fare Capping: CapMetro may establish a fare capping structure to increase the affordability of fares by capping the amount that a customer pays on a daily or monthly basis at \$2.50; \$41.25 local and \$7.00; \$96.25 commuter per Service Day (defined as 4 a.m. to 3:59 a.m.) respectively. Fare capping does not apply to Pickup by CapMetro.
- iii. **Enhance mobility & access**: Fares should enhance the ability of customers to access the system and move through it with ease. To do so, fares should be frictionless, easy to understand, and provide uniformity throughout the system.
- B. **Financial Objectives**: The Board and staff will consider the financial impact a fare policy or fare structure change has on the long-term sustainability of CapMetro within the scope of the following financial objectives:
- i. **Support predictable fare revenue stream**: Because fare revenue is a critical component of CapMetro’s operating budget, any fare or fare structure change should ensure the total fare revenue stream is maintained at an appropriate level to meet CapMetro’s immediate and long-term financial requirements within changing economic conditions.
  - ii. **Provide sufficient fare revenues to meet statutory obligations**: As required by CapMetro’s enabling statute, Transportation Code Section 451.061(a), any fare policy or fare structure change must produce sufficient fare revenues, together with tax revenue to:

(1) pay all the expenses necessary to operate and maintain the system; (2) pay when due all principal of and interest on, and sinking fund and reserve fund payments agreed to be made with respect to, all bonds that are issued by CapMetro; and (3) fulfill the terms of any other agreement with bond holders.

- iii. **Recover operating costs:** The proportion of the amount of revenue generated through fares by paying customers as a fraction of the total operating expenses is the fare recovery ratio. Generally, the fare recovery ratio is influenced by three main factors:
- a. **Fare levels:** The fare levels or structure influence the average fare collected per passenger and the overall fare revenue collected. By increasing fares or reducing the discounts set for fare categories, fare revenue can be increased. Similarly, fare reductions will result in a net loss of revenues. Changes in the fare structure also impact riders, with increased fares generally reducing ridership and reduced fares generally increasing ridership. Fare adjustments should be made with consideration to transit customers affected.
  - b. **Productivity:** The productivity of transit service is measured in terms of ridership per mile or hour of service. CapMetro attempts to balance route productivity with service policies aimed at developing new markets, serving remote areas, and accommodating disadvantaged populations. Decisions regarding route productivity should be made with consideration to social needs of the community and the transit customers affected.
  - c. **Efficiency:** Operating costs are partly within the control of CapMetro and partly a result of prevailing economic conditions. Cost efficiencies are achieved through careful budgeting, monitoring, and controlling expenditures and can be measured by operating costs per hour.

CapMetro will monitor the fare recovery ratio and use this information during the annual budget development process to recommend fare policy or fare structure changes. CapMetro will also monitor the productivity and efficiency of the operations as well as ridership and propose adjustments as necessary. Since fares help offset the operating costs of providing public transportation services, CapMetro's goal is to eventually recover a minimum of 20% of transit operating costs with passenger-paid and third-party fares.

- iv. **Minimize fare collection costs:** CapMetro's fare structure and fare collection technologies should be developed and operated to minimize the costs associated with fare collection and revenue processing without compromising accuracy.

## 5. FARE CHANGE PROCESS

The following guidelines outline the required process for developing, evaluating, and implementing fare policy or fare structure changes:

- A. Recommendations for changing fare policy or fare structure will be developed by CapMetro staff in keeping with this policy.

- 
- B. Any proposed change in fare policy or fare structure will include a fare equity analysis of the impact of the change on low-income and minority populations as required by Title VI of the Civil Rights Act, as amended, FTA C4702.1A, and submitted to FTA for review and comment.

- C. In addition to the fare equity analysis, CapMetro will complete an operations and ridership analysis to evaluate the overall cost of operating service and levels of ridership.
  - D. Per CapMetro’s enabling statute, Transportation Code Section 451.061(d-1), any change in the “Base Fare” defined as the single-ride, local bus, adult cash fare, is subject to review by the Capital Area Metropolitan Planning Organization (CAMPO). CapMetro may not implement a change to its base fare for a minimum of 60 days following approval by the CapMetro Board, and may not implement a Base Fare change if CAMPO rejects the proposed change by a majority vote of the CAMPO Board.
  - E. A public hearing is required for any change to fare policy or fare structure, with a minimum 21- calendar day notice prior to such hearing.
  - F. All fare policy or fare structure changes must be approved by the CapMetro Board.
  - G. Once a fare change is approved by the Board, appropriate ads notifying the public of the change should be placed with local media outlets and on the CapMetro website at least thirty (30) days prior to the effective date of the fare change. The notice will be posted in English as well as any non-English languages as determined by CapMetro’s language assistance plan. In addition, notices will be placed on all revenue vehicles and at major transit centers. CapMetro may also notify customers through press releases or on its social media.
  - H. Generally, fare policy or fare structure changes will become effective in conjunction with service changes in January or August.
- ◆ Multiple-year planned fare changes including the current year and up to two (2) future increases may be approved, provided the public is notified and has an opportunity to comment. The timing and magnitude of subsequent changes will not be binding if economic conditions change. Deviations to approved future fare or fare structure changes, including accelerating the timing for implementation, will require a new Title VI fare equity analysis, public outreach process, including public hearing(s) and CAMPO review, as applicable.

## 6. FARE POLICY REVIEW

CapMetro will review this policy and its fares and fare structure annually with the expectation that this policy or the fare structure may be adjusted as necessary to keep pace with the rate of increase in the cost of transit operations and to ensure compliance with Transportation Code Section 451.061 and other applicable law.

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**Capital Metropolitan Transportation Authority (CapMetro) Fare Policy  
Approved by the CapMetro Board of Directors on February 23, 2026**

**1. PURPOSE**

The purpose of this policy is to establish goals, objectives and guidelines to assist the CapMetro Board of Directors (the “**Board**”) and staff in making decisions regarding changes to transit fares. All such decisions will be made in accordance with CapMetro’s enabling legislation, Texas Transportation Code Chapter 451, as amended, and Federal Transit Administration (FTA) fare requirements, including 49 CFR Section 609 related to reduced fares for elderly and handicapped persons. When considering increasing or restructuring fares, CapMetro will conduct a comprehensive review of ways to reduce costs and increase ridership, and the corresponding effects on fare box recovery, to minimize the effects of any fare changes on CapMetro’s customers.

**2. SCOPE**

This policy applies to all transit fares established by CapMetro. This policy does not apply to CapMetro provided transit amenities, such as bike shares or park and rides.

**3. GOAL**

The goal of this policy is to support CapMetro’s overall strategic mission to provide quality public transportation choices for our community that meet the needs of our growing region. To accomplish this mission, CapMetro must develop and use its resources in a manner that ensures sustainable business growth.

**4. OBJECTIVES**

The following objectives are designed to support CapMetro’s Fare Policy goal and balance the desire to keep fares affordable for CapMetro customers with the need to maximize fare revenue to help maintain and expand transit operations.

- A. **Customer/Community Objectives:** The Board and staff will consider the impact that fare changes have on customers and the community within the scope of the following three customer/community objectives:
  - i. **Promote utilization of all modes of CapMetro transportation:** CapMetro seeks to encourage and facilitate transit ridership within CapMetro’s service area by setting fares that are accessible to the widest possible range of existing and potential rider groups.
  - ii. **Establish equitable fares:** To be equitable, fares should take into account the socioeconomic makeup of CapMetro customers and their utilization of the different types of services.
    - a. **Fare Equity Analysis:** CapMetro will perform a fare equity analysis to assess effects of proposed fare changes on riders and describe actions to avoid,

minimize or mitigate such effects.

- b. Agency Discounted Pass Program: CapMetro will provide discounted passes to qualifying non-profit, not-for-profit and governmental agencies that assist low-income persons and families. Qualifying agencies may provide passes purchased under this program to agency clients at no more than the discounted price. The Board may establish the discount (currently 50%) provided to agencies under this program when approving CapMetro’s annual operating budget. The Board may establish limits for the Discounted Pass Program, by establishing a monthly allotment system based on: (i) the number of clients served by an agency; ii) the agency’s annual budget; and/or (iii) a maximum amount any agency may purchase in any given month.
  - c. Basic Transportation Needs Fund: CapMetro may establish a charitable fund to assist persons and families who cannot afford the established transit fares. Such a fund can be created and maintained in partnership with social services providers and community-based organizations.
  - d. Transit Pass for the Unhoused Community: CapMetro may establish a program that offers transit passes at no cost to individuals experiencing homelessness if those individuals are receiving services from social service providers participating in Travis County HMIS (Homeless Management Information System).
  - e. Equifare Program: CapMetro may establish a program that offers discounted fares for low income-eligible customers.
  - f. Fare Capping: CapMetro may establish a fare capping structure to increase the affordability of fares by capping the amount that a customer pays on a daily or monthly basis at \$2.50; \$41.25 local and \$7.00; \$96.25 commuter per Service Day (defined as 4 a.m. to 3:59 a.m.) respectively. Fare capping does not apply to Pickup by CapMetro.
- iii. **Enhance mobility & access**: Fares should enhance the ability of customers to access the system and move through it with ease. To do so, fares should be frictionless, easy to understand, and provide uniformity throughout the system.
- B. **Financial Objectives**: The Board and staff will consider the financial impact a fare policy or fare structure change has on the long-term sustainability of CapMetro within the scope of the following financial objectives:
- i. **Support predictable fare revenue stream**: Because fare revenue is a critical component of CapMetro’s operating budget, any fare or fare structure change should ensure the total fare revenue stream is maintained at an appropriate level to meet CapMetro’s immediate and long-term financial requirements within changing economic conditions.
  - ii. **Provide sufficient fare revenues to meet statutory obligations**: As required by CapMetro’s enabling statute, Transportation Code Section 451.061(a), any fare policy or fare structure change must produce sufficient fare revenues, together with tax revenue to:

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(1) pay all the expenses necessary to operate and maintain the system; (2) pay when due all principal of and interest on, and sinking fund and reserve fund payments agreed to be made with respect to, all bonds that are issued by CapMetro; and (3) fulfill the terms of any other agreement with bond holders.

- iii. **Recover operating costs:** The proportion of the amount of revenue generated through fares by paying customers as a fraction of the total operating expenses is the fare recovery ratio. Generally, the fare recovery ratio is influenced by three main factors:
- a. **Fare levels:** The fare levels or structure influence the average fare collected per passenger and the overall fare revenue collected. By increasing fares or reducing the discounts set for fare categories, fare revenue can be increased. Similarly, fare reductions will result in a net loss of revenues. Changes in the fare structure also impact riders, with increased fares generally reducing ridership and reduced fares generally increasing ridership. Fare adjustments should be made with consideration to transit customers affected.
  - b. **Productivity:** The productivity of transit service is measured in terms of ridership per mile or hour of service. CapMetro attempts to balance route productivity with service policies aimed at developing new markets, serving remote areas, and accommodating disadvantaged populations. Decisions regarding route productivity should be made with consideration to social needs of the community and the transit customers affected.
  - c. **Efficiency:** Operating costs are partly within the control of CapMetro and partly a result of prevailing economic conditions. Cost efficiencies are achieved through careful budgeting, monitoring, and controlling expenditures and can be measured by operating costs per hour.

CapMetro will monitor the fare recovery ratio and use this information during the annual budget development process to recommend fare policy or fare structure changes. CapMetro will also monitor the productivity and efficiency of the operations as well as ridership and propose adjustments as necessary. Since fares help offset the operating costs of providing public transportation services, CapMetro's goal is to eventually recover a minimum of 20% of transit operating costs with passenger-paid and third-party fares.

- iv. **Minimize fare collection costs:** CapMetro's fare structure and fare collection technologies should be developed and operated to minimize the costs associated with fare collection and revenue processing without compromising accuracy.

## 5. FARE CHANGE PROCESS

The following guidelines outline the required process for developing, evaluating, and implementing fare policy or fare structure changes:

- A. Recommendations for changing fare policy or fare structure will be developed by CapMetro staff in keeping with this policy.

- B. Any proposed change in fare policy or fare structure will include a fare equity analysis of the impact of the change on low-income and minority populations as required by Title VI of the Civil Rights Act, as amended, FTA C4702.1A, and submitted to FTA for review and comment.
  - C. In addition to the fare equity analysis, CapMetro will complete an operations and ridership analysis to evaluate the overall cost of operating service and levels of ridership.
  - D. Per CapMetro’s enabling statute, Transportation Code Section 451.061(d-1), any change in the “Base Fare” defined as the single-ride, local bus, adult cash fare, is subject to review by the Capital Area Metropolitan Planning Organization (CAMPO). CapMetro may not implement a change to its base fare for a minimum of 60 days following approval by the CapMetro Board, and may not implement a Base Fare change if CAMPO rejects the proposed change by a majority vote of the CAMPO Board.
  - E. A public hearing is required for any change to fare policy or fare structure, with a minimum 21-calendar day notice prior to such hearing.
  - F. All fare policy or fare structure changes must be approved by the CapMetro Board.
  - G. Once a fare change is approved by the Board, appropriate ads notifying the public of the change should be placed with local media outlets and on the CapMetro website at least thirty (30) days prior to the effective date of the fare change. The notice will be posted in English as well as any non-English languages as determined by CapMetro’s language assistance plan. In addition, notices will be placed on all revenue vehicles and at major transit centers. CapMetro may also notify customers through press releases or on its social media.
  - H. Generally, fare policy or fare structure changes will become effective in conjunction with service changes in January or August.
- ◆ Multiple-year planned fare changes including the current year and up to two (2) future increases may be approved, provided the public is notified and has an opportunity to comment. The timing and magnitude of subsequent changes will not be binding if economic conditions change. Deviations to approved future fare or fare structure changes, including accelerating the timing for implementation, will require a new Title VI fare equity analysis, public outreach process, including public hearing(s) and CAMPO review, as applicable.

## 6. FARE POLICY REVIEW

CapMetro will review this policy and its fares and fare structure annually with the expectation that this policy or the fare structure may be adjusted as necessary to keep pace with the rate of increase in the cost of transit operations and to ensure compliance with Transportation Code Section 451.061 and other applicable law.

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Board of Directors

Item #: AI-2025-1681

Agenda Date: 2/23/2026

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**SUBJECT:**

Approval of a resolution ratifying a contract with The eConsortium Group for the renewal of the Cisco Security Enterprise Agreement, with a term of five (5) years, in a total amount not to exceed \$719,088.

**FISCAL IMPACT:**

Funding for this action is available in the FY2026 Operating Budget.

**STRATEGIC PLAN:**

Strategic Goal Alignment:

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

**EXPLANATION OF STRATEGIC ALIGNMENT:** Maintaining a robust, reliable, and secure network ensures the continuity of CapMetro’s information systems. The Cisco Security Enterprise Agreement provides the agency with licenses and technical support services for the security products used to maintain our strong security posture.

Products covered by this Enterprise Agreement include:

1. Umbrella Secure Internet Gateway keeps end users safe from malicious websites.
2. Digital Network Architecture (DNA) for managing, updating and securing infrastructure devices such as routers, switches and Access Points.
3. Identity Service Engine (ISE) allows only trusted users and devices to connect to the corporate network.
4. Duo Essentials used for dual factor authentication.

**BUSINESS CASE:** The Cisco Security Enterprise Agreement will provide licensing, maintenance, and professional services for keeping CapMetro’s network infrastructure secure against external & internal threats. The support agreement will include the ability to directly access specialized Cisco technical services to assist staff in the management and resolution of production issues that may arise.

**COMMITTEE RECOMMENDATION:** The item was presented and recommended for approval by the Finance, Audit and Administration Committee on January 14, 2026.

**EXECUTIVE SUMMARY:** CapMetro depends on a secure and robust network while also allowing for the

expansion of the network to keep up with the service demands of CapMetro customers and departments. This contract with The eConsortium Group will assist CapMetro in expanding and maintaining a highly secure and resilient information systems network.

SBE PARTICIPATION: A 0% SBE goal was assigned to this procurement, which did not include subcontract opportunities.

PROCUREMENT: Due to the cancellation of the January 26, 2026, Board of Directors meeting because of inclement weather, this board item could not be delayed until the February 23, 2026, Board of Directors meeting and was awarded by ratification with authorization by CapMetro’s President & CEO. Award was essential in the interest of safeguarding CapMetro’s network security as delay would have had a major adverse effect leaving CapMetro vulnerable to network security risks.

CapMetro will utilize the Texas Department of Information Resources (DIR), Contract Number DIR-CPO-5347, held by The eConsortium Group, for Cisco Branded Products and Related Services, to provide Cisco Security Enterprise Agreement.

DIR 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 DIR contracts satisfy otherwise applicable competitive bidding requirements.

Pricing for Cisco Security Enterprise Agreement was determined to be fair & reasonable by the DIR organization during its solicitation and award process. The following is The eConsortium Group’s lump sum pricing for Cisco Security Enterprise Agreement, for a five (5) year term from notice to proceed:

Description	Lump Sum Price	
Cisco Security Enterprise Agreement 5-Year	\$719,088.	

RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2025-1681**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro Management recognize the need to maintain a robust, reliable, and secure network ensures the continuity of CapMetro’s information systems; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro Management recognize the need for CapMetro to depend on a secure and robust network while allowing for the expansion of the network to keep up with the service demands of CapMetro customers and departments.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to ratify a contract with The eConsortium Group for the renewal of the Cisco Security Enterprise Agreement, with a term of five (5) years, in a total amount not to exceed \$719,088.

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

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

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Board of Directors

Item #: AI-2025-1708

Agenda Date: 2/23/2026

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**SUBJECT:**

Approval of a resolution ratifying a contract modification with Capital Excavation, Inc. for the Goodnight Ranch Park and Ride construction to increase the original Board authorized amount of \$6,107,554 by \$350,000, for a new total not-to-exceed amount of \$6,457,554.

**FISCAL IMPACT:**

Funding for this action is available in the FY2026 Capital Budget.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**EXPLANATION OF STRATEGIC ALIGNMENT:** The Goodnight Ranch Park and Ride is a critical component of the Federal Transit Administration (FTA) funded Pleasant Valley CapMetro Rapid Line, serving as the southern terminus of that system. The facility is required to support end-of-line electric bus charging in order to keep the Battery Electric Buses charged and in service throughout the day. This facility is a key community mobility hub for the southern part of the CapMetro service area.

The previously authorized contract spending was used to pay for the construction cost escalation due to the delay in acquiring the property from the developer/owner. The requested increase in funding will ensure continued progress on completing electric bus charging infrastructure construction and installation and testing to support reliable revenue service, and maintain CapMetro's commitment to safety, accessibility, and high-quality customer experience.

**BUSINESS CASE:** Construction of the Goodnight Ranch Park and Ride is underway and remains on schedule to be placed into service for the June 2026 CapMetro Rapid full-service launch. However, the start of construction was delayed after the original Board contract approval due to a nine-month delay in the land acquisition process which resulted in construction cost escalation. Other unique site-specific characteristics led to modifications in the facility's civil, drainage, and utility infrastructure, resulting in the need for an additional \$350,000 in order to complete construction.

The additional funding requested remains within the approved FY2026 Capital Budget for the CapMetro Rapid

Expo and Pleasant Valley Park and Rides.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations Planning and Safety Committee on January 14, 2026.

EXECUTIVE SUMMARY: Capital Metro acquired 1.79 acres for the Goodnight Ranch Park and Ride and is constructing a 70-space customer parking lot with four battery electric-bus charging bays, driver restroom and supporting civil and utility infrastructure. Construction is progressing; however property acquisition delays and site-specific design and construction characteristics have resulted in the need for an additional \$350,000 to the original Board authorization amount.

The additional funding will allow the construction project to be completed on schedule for the planned June 2026 full-service launch.

SBE PARTICIPATION: Does not apply.

PROCUREMENT: Due to inclement weather conditions, it became impracticable to convene a duly noticed meeting of the Board of Directors in January. Therefore, because of the importance of continuing construction at the Goodnight Ranch Park and Ride without delay, action was taken in good faith to move forward with the change order process to complete construction, such change orders to be consolidated in a contract modification. This resolution, therefore, has been ratified, confirmed, and approved in all respects as valid and binding acts of CapMetro.

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 June 24, 2024, the CapMetro Board of Directors authorized CapMetro to execute a contract with Capital Excavation, Inc., for construction of the Goodnight Ranch Park and Ride for \$6,107,554 which included a 20% contingency. A contract was subsequently awarded on December 13, 2024. However, because construction costs have escalated due to a nine-month delay in land acquisition and encountering unique site-specific conditions, CapMetro seeks board approval to increase the contingency funding by \$350,000, increasing the not-to-exceed amount to \$6,457,554.

RESPONSIBLE DEPARTMENT: Capital Construction, Engineering and Design

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2026-1708**

WHEREAS, Capital Metro is in the process of completing the construction of the Goodnight Ranch Park and Ride funded through Project Connect; and

WHEREAS, the facility will provide customers with access to the Federal Transit Administration funded Pleasant Valley Rapid Line facilitating access to educational, retail, and medical and other employment destinations; and

WHEREAS, additional funding is required to ensure successful completion of the end of line battery electric bus charging infrastructure and park-and-ride facility.

NOW, THEREFORE, BE IT RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors ratifies a contract modification with Capital Excavation, Inc. for the Goodnight Ranch Park and Ride construction to increase the original Board authorized amount of \$6,107,554 by \$350,000, for a new total not-to-exceed amount of \$6,457,554.

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

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

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Board of Directors

Item #: AI-2026-1749

Agenda Date: 2/23/2026

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an Interlocal Agreement (ILA) between CapMetro and participating entities in support of CapMetro's participation in the formation of the Central Texas Construction Partnership Program (CPP) for regional traffic management for a 2-year period for an amount not to exceed \$411,150.

**FISCAL IMPACT:**

Refer to executive summary for clarification.

**STRATEGIC PLAN:**

Strategic Goal Alignment:

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

**EXPLANATION OF STRATEGIC ALIGNMENT:** CapMetro's participation in the CPP will improve coordination with participating entities regarding traffic management, enhance safety, maintain mobility, inform the public, and form a long-term scalable foundation for proactively managing the region's traffic flow during upcoming infrastructure construction.

**BUSINESS CASE:** The CPP program will help inform CapMetro of the regional capital construction investments taking place in addition to CapMetro's investments. CapMetro investments either expand services or keep them in a state of good repair.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on February 23, 2026.

**EXECUTIVE SUMMARY:** The CPP is a regional and multi-agency effort. Agencies participating include the Texas Department of Transportation (TXDOT), Capital Area Metropolitan Planning Organization (CAMPO), City of Austin (COA), Central Texas Regional Mobility Authority (CTRMA), Austin Transit Partnership (ATP) and Capital Metropolitan Transportation Authority (CapMetro). With more than 35 significant infrastructure projects commencing over the next 10 years in Central Texas, the Parties have come together to form the Central Texas Construction Partnership Program (CPP) with a commitment to improve coordination, enhance safety, maintain mobility, inform the public, and form a long-term scalable foundation for proactively managing the region's traffic flow.

In support of this commitment, the Parties agree to collaborate in the development of an integrated information sharing platform to receive construction information from projects; explore strategies to streamline public information during construction; cooperate with local businesses and the community to manage travel demand at and near construction projects; and use operational strategies and technology to optimize traffic flow.

The initial term of the ILA will be for 2 years and CapMetro's contribution to the effort during the initial term shall not exceed \$411,150. Any further extensions of the ILA will be submitted for Board approval.

SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Capital Construction, Engineering & Design

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2026-1749**

WHEREAS, approximately \$20 Billion worth of investment in mobility infrastructure construction projects are planned for Central Texas over the next ten years, which includes Austin Light Rail and other Project Connect components; and

WHEREAS, the Capital Metropolitan Transportation Authority (CapMetro) is a key partner in providing mobility solutions during this time of productive disruption through quality transit throughout the region; and

WHEREAS, CapMetro, the Texas Department of Transportation, Capital Area Metropolitan Planning Organization, the City of Austin, Central Texas Regional Mobility Authority, and Austin Transit Partnership (collectively the "Parties"), desire to support the development of a Central Texas Construction Partnership Program ("CPP") for a ten-year period to proactively minimize transportation construction impacts on travelers, residents, and businesses in Central Texas, and to enhance safety, mobility, and public information during the construction of major infrastructure projects; and

WHEREAS, the Parties desire to enter into this Interlocal Agreement to provide for the joint funding and implementation of the following CPP elements: Construction Coordination, Public Information, Travel Demand Management, and Traffic Management; 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 Interlocal Agreement with the Parties for the creation of the Central Texas Construction Partnership Program and for the funding of CapMetro's proportionate share of costs associated with the CPP for an amount not to exceed \$411,150 for the initial two year period.

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

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

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Board of Directors

Item #: AI-2026-1757

Agenda Date: 2/23/2026

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with TD Industries for HVAC equipment replacement at 2910 East 5th Street, Austin, Texas 78702 in an amount not to exceed \$657,000.

**FISCAL IMPACT:**

Funding for this action is available in the FY2026 Capital Budget.

**STRATEGIC PLAN:**

Strategic Goal Alignment:

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

**EXPLANATION OF STRATEGIC ALIGNMENT:** These projects support Organizational Effectiveness by ensuring CapMetro’s critical facilities infrastructure remains reliable, safe, and operational. Replacing 2910 HVAC equipment that has exceeded its useful life reduces the risk of unplanned failures, service disruptions, and emergency repairs, while supporting continuity of operations for administrative and fleet functions.

**BUSINESS CASE:** The HVAC equipment associated with these projects has operated beyond its intended lifecycle and is increasingly at risk of failure. Continuing to operate end-of-life equipment exposes CapMetro to higher reactive maintenance costs, potential service interruptions, and increased risk to staff comfort and facility operations.

Proactive lifecycle replacement is the most cost-effective approach, avoiding emergency repairs, unplanned downtime, and premium costs associated with failed equipment. Bundling the three projects under a single contract further improves efficiency and cost control.

**COMMITTEE RECOMMENDATION:** The item will be presented to the full board on February 23, 2026.

**EXECUTIVE SUMMARY:** CapMetro is requesting Board approval for three HVAC lifecycle replacement projects at the 2910 Administration and Fleet facilities, totaling \$657,000. The projects include replacement of a rooftop unit, installation of an additional boiler to support building demand, and replacement of an aging boiler at the fleet facility. The existing equipment has exceeded its expected service life and is no longer operating reliably. Approval of these projects will allow staff to proceed with planned replacements before the

onset of the rainy season, reducing the risk of weather-related delays and minimizing operational disruption. The Board is asked to approve the projects and authorize execution of a single contract to deliver the work.

SBE PARTICIPATION: A 0% SBE goal was assigned to this procurement, which did not include subcontract opportunities.

PROCUREMENT: Capital Metro will utilize the OMNIA Partners Cooperative Contract No. R240903, held by TD Industries for HVAC, Plumbing, Electrical and Refrigeration Products and Services, to replace HVAC equipment at 2910 E. 5<sup>th</sup> Street.

OMNIA Partners 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 OMNIA Partners contracts satisfy otherwise applicable competitive bidding requirements. Pricing to replace HVAC equipment at 2910 E. 5<sup>th</sup> Street was determined to be fair and reasonable by the OMNIA Partners organization during its solicitation and award process. The lump sum price to replace HVAC equipment within a term of 180 calendar days from notice to proceed is as follows:

Item	Description	Lump Sum Amount
1	Rooftop Chiller Unit Replacement	\$325,000.00
2	Boiler Replacement for Fleet	\$172,000.00
3	Additional Boiler Installation	\$160,000.00
Grand Total Lump Sum Price:		\$657,000.00

The contract is fixed price.

RESPONSIBLE DEPARTMENT: Facilities Maintenance

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2026-1757**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors recognizes its responsibility to maintain public assets in a safe, reliable, and operationally resilient condition, and further recognizes that critical HVAC infrastructure serving the 2910 Operations and Fleet Maintenance facilities including a boiler that has exceeded its useful life, a chiller that has reached end-of-life condition, and a heating system without redundant capacity presents increased risk of service disruption, equipment failure, and operational inefficiencies; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors recognizes the need for the replacement of aging HVAC equipment and the installation of redundant heating capacity as necessary State of Good Repair investments to enhance energy efficiency, strengthen operational resiliency, and protect the Authority's long-term asset integrity.

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 contract with TD Industries for HVAC equipment replacement at 2910 East 5th Street, Austin, Texas 78702 in an amount not to exceed \$657,000.

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

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



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

Board of Directors

Item #: AI-2025-1720

Agenda Date: 2/23/2026

**SUBJECT:**

Approval of a resolution confirming the appointments to the Finance, Audit and Administration Committee and Operations, Planning and Safety Committee, and confirming appointments of Chairs for both Committees for 2026.

**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:** Does not apply.

**BUSINESS CASE:** Does not apply.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on February 23, 2026.

**EXECUTIVE SUMMARY:** In accordance with the Capital Metropolitan Transportation Authority Board of Directors Bylaws, the Board desires to formalize the appointment of a Chair and Members for the Finance, Audit and Administration Committee and Operations, Planning and Safety Committee subject to the concurrence of the members of the board.

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

**PROCUREMENT:** Does not apply.

**RESPONSIBLE DEPARTMENT:** Board of Directors

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2026-1720**

WHEREAS, the Board of Directors, desires to formalize the appointment of a Chair and Members to the Finance, Audit and Administration Committee in accordance with the Board Bylaws; and

WHEREAS, the Board Chair recommends \_\_\_\_\_ as Chair and \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_ to serve as members of the Finance, Audit and Administration Committee for 2026 Calendar Year; and

WHEREAS, the Board of Directors, desires to formalize the appointment of a Chair and Members to the Operation, Planning and Safety Committee in accordance with the Board Bylaws; and

WHEREAS, the Board Chair recommends \_\_\_\_\_ as Chair and \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_ to serve as members of the Operations, Planning and Safety Committee for 2026 Calendar Year.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors hereby approves these appointments for Calendar Year 2026.

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

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



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2026-1750

**Agenda Date:** 2/23/2026

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Update on Transit Amenities, New Transit Amenity Dashboard, and Bus Stop and Station Maintenance



# Transit Stop Amenities

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CapMetro Board of Directors

February 2026

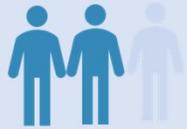
## Agenda

- Overview of Transit Stop & Station Design Guidelines
- Amenity Dashboard Functionality for CapMetro.org
- Update on Amenity Maintenance

# CapMetro Stop and Station Types



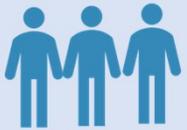
Poles are standard at all bus stops.



15-50 RIDERS  
or <15 with a long wait



Poles, benches, and trash cans are standard at 15-50 riders.



50+ RIDERS



Poles, benches, trash cans, and shelters are standard at 50+ riders.

\*Conceptual rendering that displays key amenities. Full amenity list available in SSG document.

# Current Shelters, Benches, and Waste Receptacles



904 STOPS WITH  
SHELTERS



1,484 STOPS WITH  
BENCHES



1,593 STOPS WITH  
WASTE RECEPTACLES

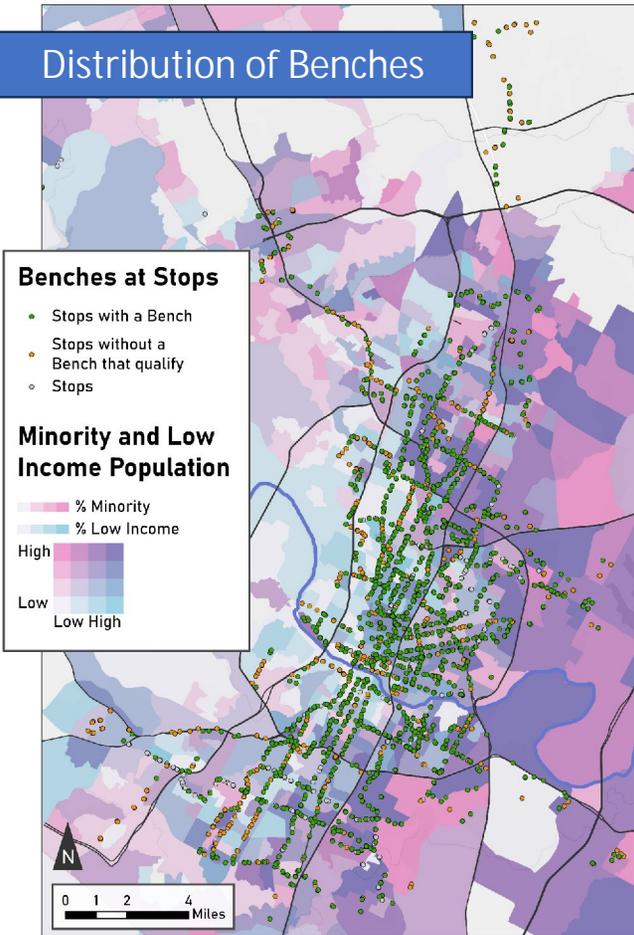
## 2,343\* Total In Service Stops

\*Based on the January 2026 service change number of stops and amenities.

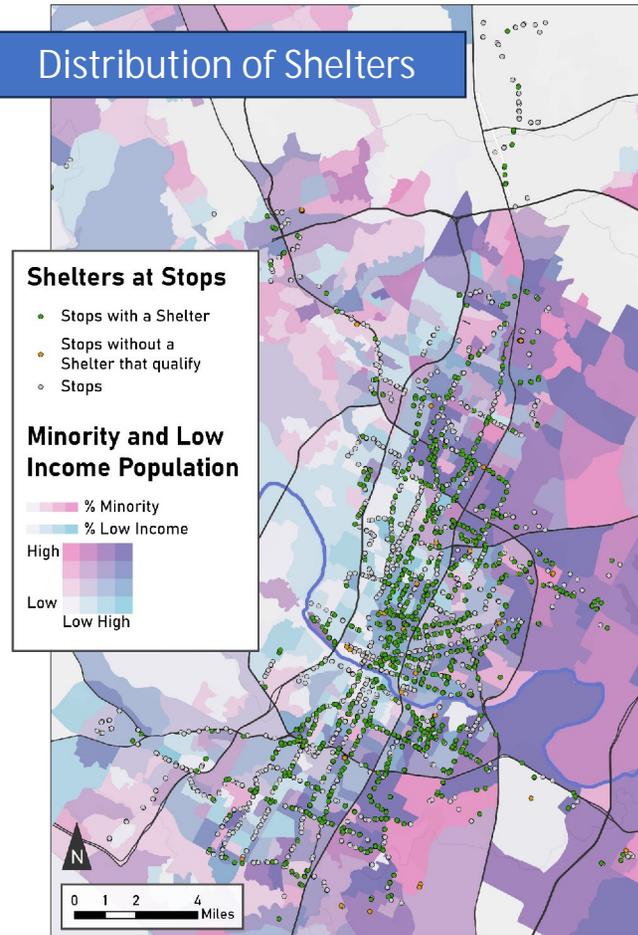


# Distribution of Shelters, Benches, and Waste Receptacles

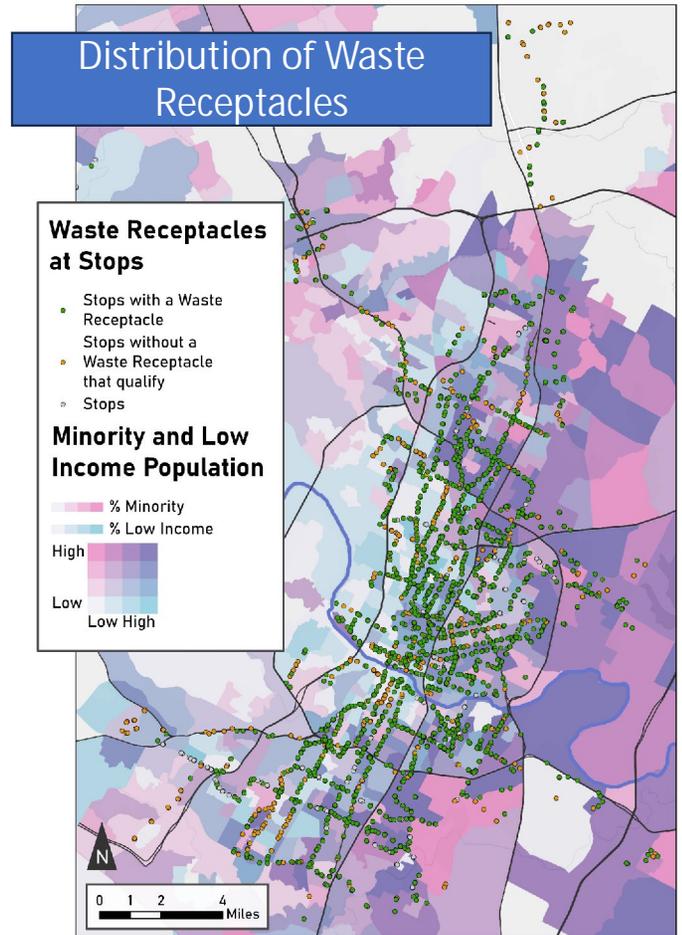
Distribution of Benches



Distribution of Shelters

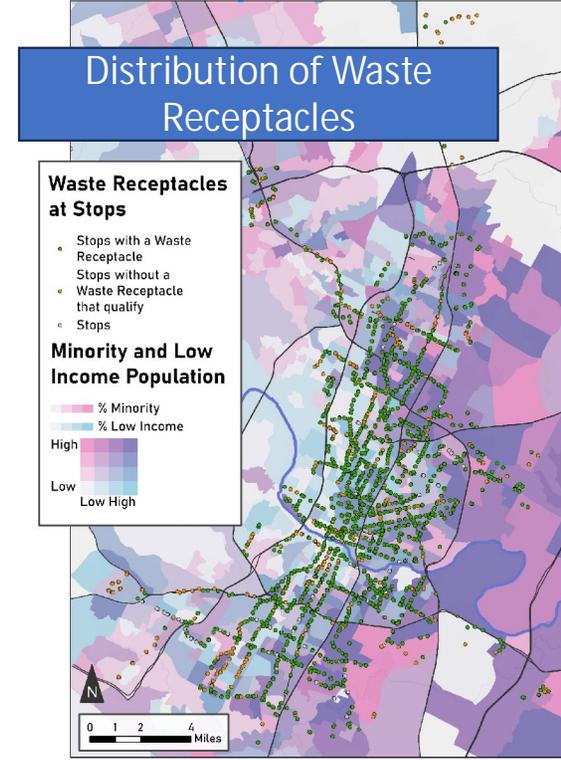
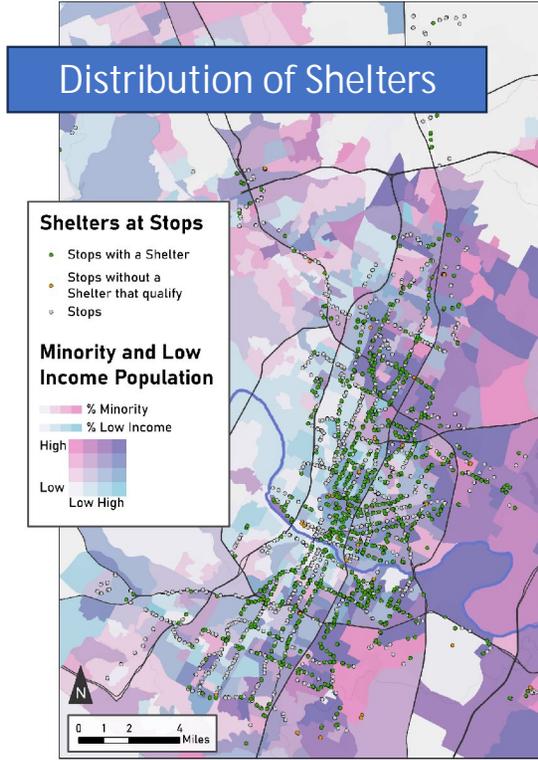
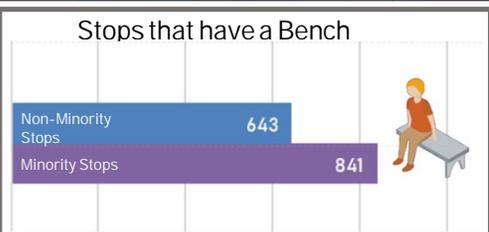
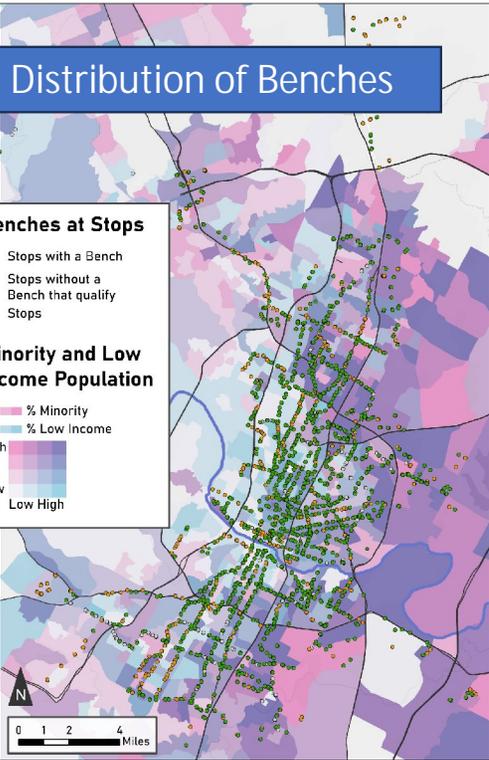


Distribution of Waste Receptacles



Maps were developed based on data from ACS 2013-2018 five-year estimates and CapMetro amenity data from the Stop Amenity Dashboard.

# Distribution of Shelters, Benches, and Waste Receptacles



Maps were developed based on data from ACS 2013-2018 five-year estimates and CapMetro amenity data from the Stop Amenity Dashboard.

# Need for Transit Stop Amenity Visualizer

Bus stop data changes frequently.



The dashboard ensures our reporting methods stay consistent.

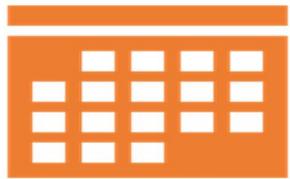
Planning receives frequent external requests about amenity distribution.



The dashboard streamlines data verification and allows anyone in the agency to access accurate bus stop data immediately.

# Data Sources for CapMetro.org dashboard

Where does bus stop data in this dashboard come from?



Scheduling  
data (GTFS)

List of the Stops from the  
latest Service Change



GIS

Geographic Info System

Location of the  
stop



Asset Management  
System (HEXAGON)

Asset list for each Stop

Dashboard is designed to be a snapshot in time and not a real time source of info.

# Dashboard on CapMetro.org

CapMetro Transit Stop Amenities ☰

**Stop Amenity Filters**

*Tool Tip:* Use the filters to see which stops have specific amenities and view their information in the info panel and Stops Data Table.

Search by Stop ID  
No Selection

Filter Stop Benches  
No Selection

Filter Stop Lighting  
No Selection

Filter Stop Real Time Info  
No Selection

Filter Stop Shelters  
No Selection

Filter Stop Waste Receptacles  
No Selection

1 of 2343

Filtered Stop Selections

Stop ID 243: RIO GRANDE/15TH

Amenities Present at Stop	
Address	606 15Th, Austin TX 78701
In Service	Yes
Bench	Yes
Lighting	Yes
Real Time Info	Yes
Shelter	No
Waste Receptacle	Yes

Map   Stops Data Table

Esri, NASA, NGA, USGS | Austin Community College, City of Austin, Texas Parks & Wildlife, CONANP, Esri, TomTom, G... Powered by Esri

2/3/2026  
Data Last Updated

**Routes and Stops**

**Stops**

- In Service
- Not In Service

**Routes**

- High Frequency
- Local
- UT Shuttle
- Special
- Express
- Night Owl
- Rail
- Round Rock

**Disclaimer**

**Amenity information is provided for customer convenience and may not always reflect real-time conditions at each stop.** Availability of features such as shelters, benches and lighting can change due to maintenance or other factors. The indicator numbers for amenities and stops displayed in this dashboard represent systemwide totals and are updated three times a year in alignment with CapMetro's regular service changes. For the most accurate service information, please check CapMetro's Trip Planner or contact Customer Service.

The amenity indicators along the bottom of the dashboard display systemwide totals. The amenity counts represent the number of stops that have the amenity present.

The total number of stops may fluctuate over time based on changes for each service period, construction of new

Disclaimer   Help

Filtered Stops

**2,343**

Out of 2,343 Total Stops

Filtered Benches

**1,484**

Out of 1,484 Stops with Benches

Filtered Lighting

**1,890**

Out of 1,890 Stops with Lighting

Filtered Real Time Info

**1.8k**

Out of 1.8k Stops with Real Time Info

Filtered Shelters

**904**

Out of 904 Stops with Shelters

Filtered Waste Receptacles

**1,593**

Out of 1,593 Stops with Waste Receptacles

Dashboard is designed to be a snapshot in time and not a real time source of info.



# Transit Stop Amenities – Apply Filters

CapMetro Transit Stop Amenities

CapMetro

Filtered Stop Selections

Stop ID 243: RIO GRANDE/15TH

**Amenities Present at Stop**

Address	606 15TH, Austin TX 78701
In Service	Yes
Bench	Yes
Lighting	No
Real Time Info	No
Shelter	No
Waste Receptacle	Yes

[View Full Stop Details](#)

**Stop Amenity Filters**

Tool Tip: Use the filters to see which stops have specific amenities and view their information in the info panel and Stops Data Table.

Search by Stop ID: 243, 467, 468, 471, 472, 3010

Search...

- 243
- 465
- 467
- 468
- 471
- 472

Reset Select all

Map Stops Data Table

1/16/2026 Data Last Updated

**Routes and Stops**

**Stops**

- In Service
- Not In Service

**Routes**

- High Frequency
- Local
- UT Shuttle
- Special
- Express
- Night Owl
- Rail
- Round Rock

**Disclaimer**

Amenity information is provided for customer convenience and may not always reflect real-time conditions at each stop. Availability of features such as shelters, benches and lighting can change due to maintenance or other factors. The indicator numbers for amenities and stops displayed in this dashboard represent systemwide totals and are updated three times a year in alignment with CapMetro's regular service changes. For the most accurate service information, please check CapMetro's Trip Planner or contact Customer Service.

The amenity indicators along the bottom of the dashboard display systemwide totals. The amenity counts represent the number of stops that have the amenity present.

The total number of stops may fluctuate over time based on changes for each service period, construction of new stops, or consolidation or closure of existing stops.

"In Service" stops are transit stops that are currently active and scheduled to be served by at least one route. These stops are part of the live, operational network and are available for use by riders. "Not In Service" stops are stops that were part of the most recent service change, making them inactive and not currently served by any route. These may include stops temporarily closed due to construction, suspensions, or other service changes.

Disclaimer Help

<p>Filtered Stops</p> <p> 6</p> <p>Out of 2,343 Total Stops</p>	<p>Filtered Benches</p> <p> 4</p> <p>Out of 1,360 Stops with Benches</p>	<p>Filtered Lighting</p> <p> 1</p> <p>Out of 283 Stops with Lighting</p>	<p>Filtered Real Time Info</p> <p> 1</p> <p>Out of 139 Stops with Real Time Info</p>	<p>Filtered Shelters</p> <p> 2</p> <p>Out of 744 Stops with Shelters</p>	<p>Filtered Waste Receptacles</p> <p> 5</p> <p>Out of 1,536 Stops with Waste Receptacles</p>
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Dashboard is designed to be a snapshot in time and not a real time source of info.

# Ongoing Bus Stop Maintenance

CapMetro Transit Stop Amenities

CapMetro

Filtered Stop Selections  
 Stop ID 951: 6000 RIVERSIDE/CLUBVIEW

Stop Amenity Filters

Tool Tip: Use the filters to see which stops have specific amenities and view their information in the info panel and Stops Data Table.

Search by Stop ID  
 951

951  
 5951  
 Reset Select all

Filter Stop Shelters  
 No Selection

Filter Stop Waste Receptacles  
 No Selection

Amenities Present at Stop

Address	6000 Riverside, Austin TX 78741
In Service	Yes
Bench	Yes
Lighting	Yes
Real Time Info	Yes
Shelter	Yes
Waste Receptacle	Yes

Map Stops Data Table

1/16/2026  
 Data Last Updated

Disclaimer  
 Amenity information is provided for customer convenience and may not always reflect real-time conditions at each stop. Availability of features such as shelters, benches and lighting can change due to maintenance or other factors. The indicator numbers for amenities and stops displayed in this dashboard represent systemwide totals and are updated three times a year in alignment with CapMetro's regular service changes. For the most service information, please check CapMetro's Trip Planner or call Customer Service.

The amenity indicators along the bottom of the dashboard display systemwide totals. The amenity counts represent the number of stops that have the amenity present.

The total number of stops may change over time based on changes in service period, construction or other factors.

Disclaimer Help

Routes and Stops

Stops  
 In Service  
 Not In Service

Routes  
 High Frequency  
 Local  
 UT Shuttle  
 Special  
 Express  
 Night Owl  
 Rail  
 Round Rock

Filtered Stops: 1 (Out of 2,343 Total Stops)

Filtered Benches: 1 (Out of 1,360 Stops with Benches)

Filtered Lighting: 1 (Out of 283 Stops with Lighting)

Filtered Real Time Info: 1 (Out of 139 Stops with Real Time Info)

Filtered Shelters: 1 (Out of 744 Stops with Shelters)

Filtered Waste Receptacles: 1 (Out of 1,536 Stops with Waste Receptacles)

↑  
 Stop ID 951, Riverside at Clubview →



# Bus Stop Maintenance Strategy



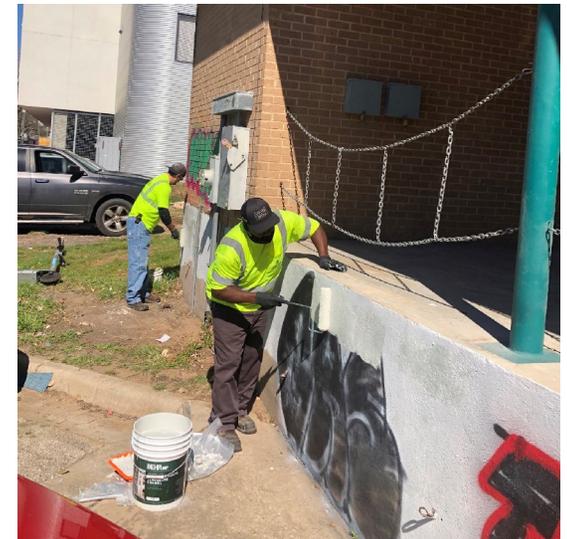
Bus stops are the first point of contact between CapMetro and its riders, and they represent the most visible element of our transit system. As such, their condition directly influences rider confidence, accessibility, and overall community trust.

This strategy is designed to:

- Strengthen safety and security at bus stops through proactive hazard management.
- Optimize the placement and removal of assets such as benches and litter containers based on ridership demand and misuse patterns.
- Improve efficiency and accountability through data-driven deployment of staff and vehicles.
- Engage community partners, businesses, and riders in maintaining bus stop conditions.
- Establish clear key performance indicators (KPIs) to measure and report progress.

# Top 10 Bus Stop Work Task Categories

1. Homelessness
2. Trash
3. Dumping
4. Pressure Washing
5. Biohazards
6. Graffiti
7. Branches
8. Signage
9. Grass
10. Unserviceable



# Bus Stop Maintenance Strategic Pillars

## 1. Safety & Security

- Hotspot Mapping
- Lighting
- Police/Outreach Partnerships
- Vehicle Barriers

## 2. Smart Asset Placement

- Trash Cans
- Benches

## 3. Graffiti & Vandalism Response

- Rapid Removal Policy
- Graffiti-Resistant Coatings
- Vendor Partnerships

## 4. Community Engagement

- Retail Partnerships
- Public Reporting Tools

## 5. Operational Excellence

- Zonal Staffing Model
- Proactive PM Cycle
- Maintenance Management System Optimization
- Fleet Utilization

## 6. Performance & Accountability

- KPIs
- Transparency
- Continuous Improvement

CapMetro

Thank you!



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2025-1712

**Agenda Date:** 2/23/2026

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President and CEO Monthly Update - February 2026

# President's Report

February 2026



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# CapMetro in the Community

# Winter Weather Emergency Response





# Strategic Plan 2030

Update

## Phase 1 — Foundations (FY26)

- Publish multi-year Transformation Roadmap
- Launch Digital Transformation Hub
- Establish customer-facing baselines
- Build Health Review framework
- Align business capabilities to transformation outcomes

### Risks & Mitigation Plans

-  Fragmented modernization  
Inconsistent experiences, duplicated work
-  Limited visibility  
Unclear impacts and misaligned expectations
-  Customer-facing reliability gaps  
Rider frustration, reputational harm
-  Adoption & readiness challenges  
Slower realization of benefits
-  Sequencing conflicts  
Operational disruptions or rework

### Dependencies

-  Modernization Initiatives in Progress  
Active system, data, cybersecurity, digital identity, integration, and operational technology work that the program must coordinate around.
-  Business Capability & Product Line Alignment  
Clear mapping of business capabilities to modernization efforts, product lines, and process owners.
-  Reliability Data & Performance Metrics  
Availability of consistent inputs needed to measure, baseline, and automate customer-facing and internal reliability.
-  Portfolio & Budget Cycle Coordination  
Integration with EPMP scheduling, prioritization, funding timelines, and change windows.
-  Workforce Engagement & Readiness  
Participation from business units and frontline teams to support adoption, communication, and change enablement.

## FY26 Priority Impacts



### Delivery Stability & Optimization Improving

- Optimization work actively underway across core operational systems
- Focus on reliability, performance, and incident reduction (fare, CAD/RMS, finance)

### More Efficient Business-IT Alignment

- Increased transparency through AI & Innovation governance
- Clearer visibility into BIT-aligned commitments, impacts, value, and operational priorities



### More Integrated Customer Experience

- Progress toward unified customer views to improve support and service delivery
- Transit app enhancements to reduce friction, improve usability, and create a unified customer experience



### Improved Workforce Readiness & Operational Awareness

- Centralized asset data (enabled by Hexagon) improving service reliability and reducing downtime
- AI skill discovery and targeted training starting with high-impact roles



### Better Portfolio Coordination & Governance

- AI governance cadences established as a foundation
- Expansion underway to support transformation roadmap execution



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# Customer Care

Total Contacts

13,018

Call Volume

11,361

Total Contact Volume

Up 4.7%

### Higher Volume Driven By:

- Umo App Update
- Holiday Events
- New Years Eve Service

Total Contacts

16,406

Call Volume

14,606

Total Contact Volume

Up 29.8%

### Higher Volume Driven By:

- Winter Storm
- Service Changes
- Austin Events – MLK Day, Protests



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# CEO Outreach & Engagement

#### Mayor Pro Tem of Leander

- Regional transit connectivity
- Partnership opportunities for transportation needs
- Maintained strong working relationship

#### The Bus Coalition Board Retreat

- Strategic planning as board member
- Regional transit advocacy priorities
- Legislative and funding strategies

#### New GM of Austin Energy

- Established initial working relationship
- Sustainability and fleet electrification
- Aligned on clean energy goals

#### Joint Meeting: CapMetro, ATP, COA

- Project Connect implementation
- Funding and community engagement
- Service integration planning

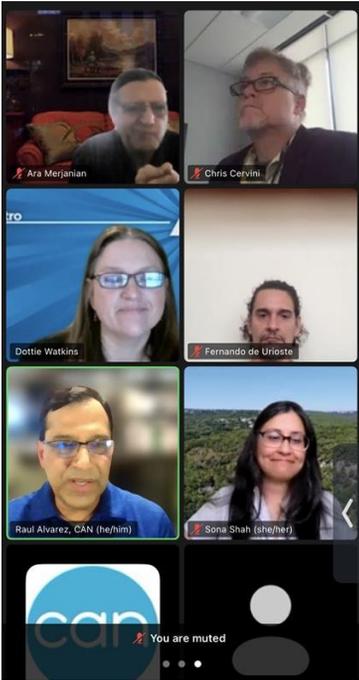
#### Austin Deputy City Manager

- Operational and planning priorities
- Transit Plan 2035 alignment
- Service coordination and city events

#### Austin Transit Partnership Board

- Project Connect progress and decisions
- ATP planning and operations updates
- Alignment with CapMetro initiatives

# Movability Breakfast & CAN



# Thank You!

February 2026



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2026-1754

**Agenda Date:** 2/23/2026

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Memo: Proposed June 2026 Service Changes (January 29, 2026)

To: CapMetro Board of Directors  
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer  
Date: February 4, 2026  
Re: Proposed June 2026 Service Changes

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The proposed June 2026 Service Change is the first major service change that CapMetro would deliver as part of our Board-approved [Transit Plan 2035](#) and represents more of the Project Connect program of projects coming to life on the ground. After introducing initial service in February 2025, our [Rapid 800 Pleasant Valley](#) and [837 Expo Center](#) lines are proposed to achieve their full 10-minute peak frequencies upon completion of the Goodnight Ranch and Expo Center Park and Rides and successful testing this spring. Additionally, several nearby fixed-route bus services are proposed to be realigned to best utilize and support the new Park and Rides and full frequencies on the Rapid lines.

Overall, the proposed service change significantly increases transit connections and opportunities for the community, supports our long-term sustainability commitments, and enhances regional connectivity. This memo provides Board Members with an overview of the proposed changes, including how they would be implemented, the associated community engagement plan, the Title VI analysis, and more. The proposed changes will be considered by the CapMetro Board during the March 2026 Board Meeting.

### Background

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. In the interim months between service change implementations, CapMetro continuously seeks and invites year-round feedback from the community.

The service change process is guided by the 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](http://capmetro.org/service_change).

### Proposed Changes

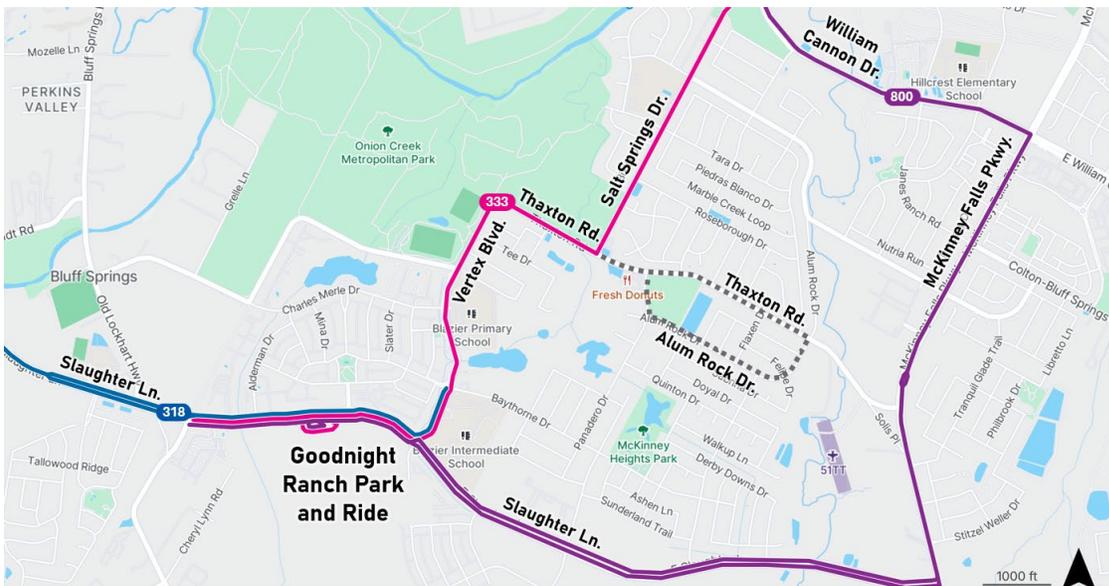
The following is a summary of the proposed service changes for June 2026. Future service changes will include additional components from our Board-approved [Transit Plan 2035](#).

*Deliver Full Frequencies on CapMetro Rapid 800 Pleasant Valley and 837 Expo Center –*

As a priority investment under Project Connect, designated by the FTA as a Small Starts<sup>1</sup> project, these CapMetro Rapid lines were introduced in February 2025 as new and important transit connections for the community. Since the introduction of service, CapMetro has worked diligently to continue to strengthen these lines each day, for current riders and all other customers discovering it. CapMetro has made significant progress on completing Rapid stations with lighting, signage and rider amenities, progressed the upcoming Park and Ride facilities, further strengthened our electrification infrastructure, and have added more zero-emission vehicles to the lines. The proposed June 2026 Service Changes represent a major milestone in bringing the Rapid lines to their full 10-minute peak frequencies with additional zero-emission vehicles to the lines and completion of the Goodnight Ranch and Expo Center Park and Rides. If there are concerns during the service and operations testing, CapMetro may adjust the implementation timeline to ensure customer reliability and safety at its discretion.

*Realign Routes to the Goodnight Ranch Park and Ride –*

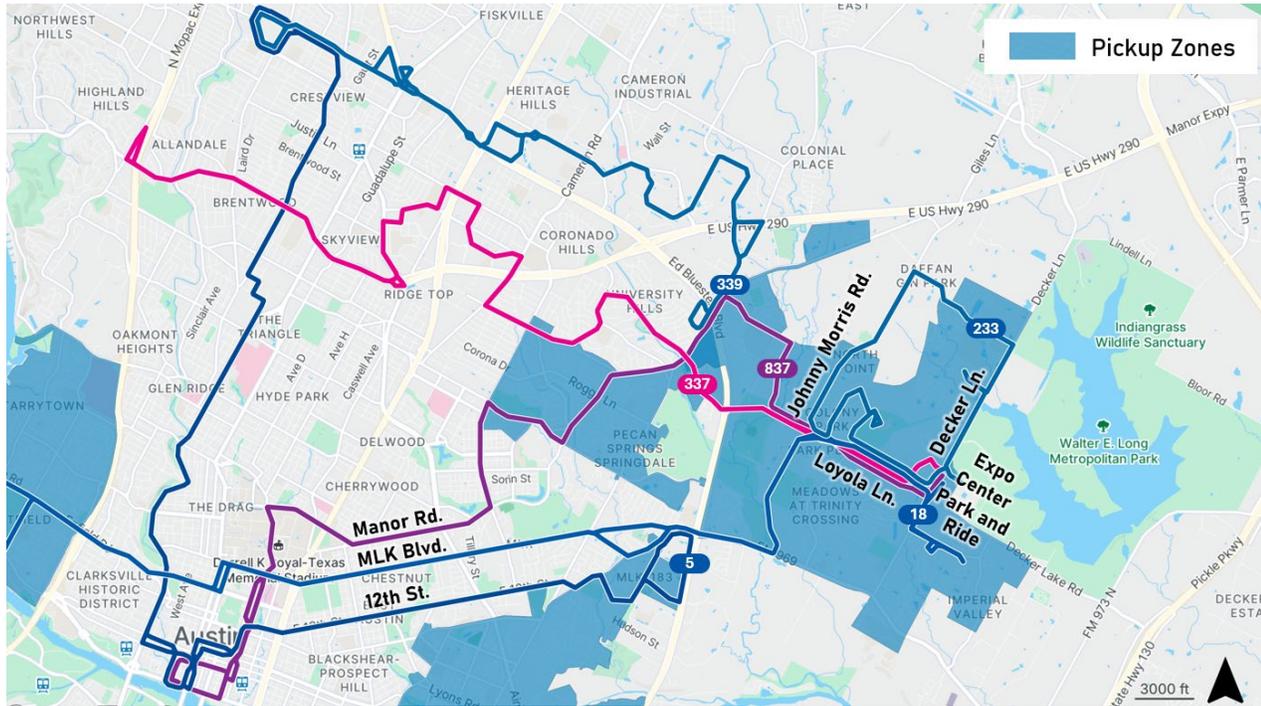
With the opening of the new Goodnight Ranch Park and Ride, CapMetro proposes to realign nearby routes to establish the facility as a key transit hub in Southeast Austin. The Park and Ride will serve as the new terminus for Rapid 800 Pleasant Valley, Local Route 318 Westgate/Slaughter, and Frequent Route 333 William Cannon. As a result, Routes 318 Westgate/Slaughter and 333 William Cannon will no longer operate along portions of Thaxton Road, Alum Rock Drive, and Panadero Drive. Customers along this segment can connect to services via nearby stops on Salt Springs Drive or Vertex Boulevard. These changes will improve transfer opportunities, enhance the experience for customers and operators and better align service with community and regional partner feedback.



<sup>1</sup> A Small Starts project refers to a specific funding program designed to support the development and implementation of transit projects that typically have a total cost of less than \$300 million. These projects often include new light rail lines, bus rapid transit systems, and other types of fixed-guideway transit infrastructure. Small Starts projects undergo a rigorous evaluation process to assess factors such as cost-effectiveness, local support, and environmental impact before receiving federal funding assistance. This program aims to encourage the implementation of innovative and cost-effective transit solutions in communities across the United States.

### Realign Routes to the Expo Center Park and Ride –

The upcoming Expo Center Park and Ride will serve as a major connection point for Northeast Austin, bringing several routes and on-demand Pickup service together to improve transfers, connectivity options, and better align routes with travel patterns and community feedback. CapMetro is proposing to realign nearby fixed-route bus services so the facility functions as both a transit hub and a key link for riders traveling throughout the region.

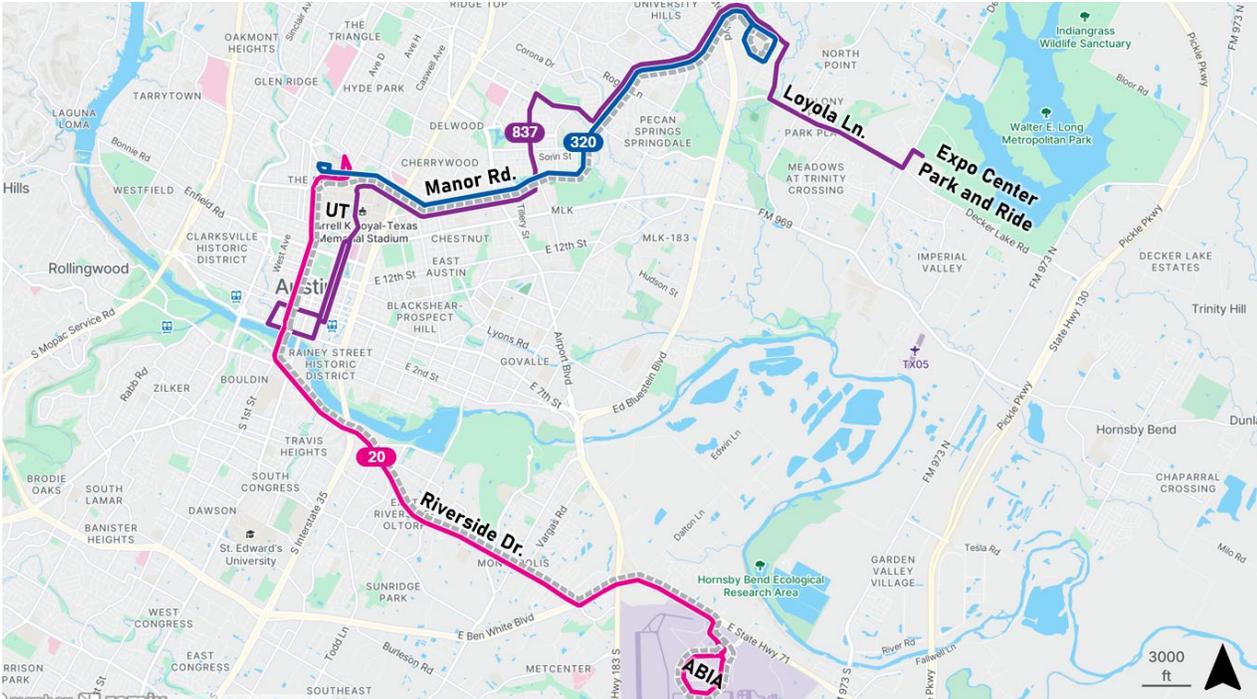


Specifically, Rapid 837 Expo Center, Frequent Route 337 Koenig/Colony Park, Local Route 18 MLK, and Local Route 233 Decker/Daffan will extend into and terminate at the Park and Ride. The extension of Route 18 MLK will replace Route 237 Northeast Feeder as well as the southern portion of Route 339 Tuscany with more frequent coverage along all existing roads. As a result, Route 339 will shorten to terminate at the Springdale Shopping Center and combine with existing Route 323 Anderson to create an improved crosstown connection in Northeast Austin.

With Pickup Decker and Rapid 837 Expo Center providing similar coverage, Route 233 Decker/Daffan will be modified to operate only east of Johnny Morris Road, creating a neighborhood clockwise circulator with increased frequency. CapMetro is exploring if this resource-neutral frequency improvement increases ridership along the route as ridership has declined since the introduction of Pickup Decker. If ridership continues to decline, CapMetro may consider eliminating this route in the future, in addition to associated community engagement. Lastly, Route 5 Woodrow/East 12th will turn around via Techni Center instead of transitioning into a different route (currently interlining with Routes 237 and 339). Overall, all impacted routes will have improved connections, transfers, and maintained or increased service levels (no frequency decreases or coverage gaps).

*Split of Route 20 Manor Road/Riverside as an Underlying Service for Rapid 837 Expo Center –*

With Rapid 837 Expo Center achieving full 10-minute frequency, Route 20 Manor Road/Riverside will be split into two separate routes at the University of Texas. The southern portion (along Riverside Drive to the airport) will remain a high-frequency route, and the northern portion (along Manor Road to Colony Park) will become an underlying Local route for the overlapping Rapid 837 Expo Center service. This matches how Route 1 North Lamar/South Congress and 3 Burnet/Menchaca operate as an underlying Local route with the overlapping Rapid 801 North Lamar/South Congress and Rapid 803 Burnet/South Lamar, respectively. The underlying Local routes focus on lower-frequency coverage with more stops, while the Rapid routes prioritize speed and travel times with fewer stops.



*Routine Transition to Summer Service Level –*

Typical transition to normal summer service levels would occur on UT Shuttle routes and select school-trips on bus routes.

*Minor Bus and Rail Schedule Adjustments –*

To improve on-time performance, reliability and better serve customers, select routes may receive minor adjustments to their schedules and/or bus stop locations. Specific schedule adjustments are determined further in the service changes process to more accurately respond to evolving traffic conditions and construction in the region. This timing makes sure the schedule best serves customers and more closely reflects available resources. Once available, additional details on the proposed minor schedule adjustments will be available on our webpage and in the subsequent memo.

## Service Equity Analysis and Community Engagement

Under CapMetro’s policy, which aligns with FTA circular 4702.1B, these recommendations constitute a major service change (as it increases more than 25% of the miles or hours of Rapid 800 Pleasant Valley and 837 Expo Center and propose realignments and frequency changes to several adjacent bus routes). Accordingly, service equity analyses for the proposed changes were completed and showed **no disparate impact or disproportionate burden**; the increase in service will overall benefit customers and those who frequent the east Austin community. The full analysis and findings are detailed in *Appendix C*.

Upcoming engagement efforts for the proposed June 2026 Service Changes build upon extensive outreach and feedback gathered during the development of the voter-approved [Project Connect System Plan](#) and Board-approved [Transit Plan 2035](#). The proposed June 2026 Service Changes process includes a robust community engagement plan that involves notifying key stakeholders and communities at-large and soliciting input from potentially impacted interests. Community engagement will kick off on February 4, 2026, and input will also be solicited from CapMetro’s Advisory Committees, customers, member city and school communities, operators, among others. As part of our commitment to public involvement, the community will have an additional opportunity to engage by providing a formal comment opportunity on the proposed service changes during a scheduled public hearing on Wednesday, March 11, 2026.

CapMetro will share information about its proposed June 2026 Service Changes, review community feedback, and summarize its community engagement efforts prior to bringing the proposed service change to the Board for approval on Monday, March 23, 2026. Once the proposed changes are finalized after board review, we will promote final decisions on service through communications and marketing materials. Further details of engagement efforts can be found in *Appendix B*.

## Regional Coordination

CapMetro’s Strategic Plan 2030 identifies Regional Significance as a critical result to guide CapMetro for the next five years and beyond. Collaborating with regional partners, member cities, and non-member municipalities alike is essential to achieving CapMetro’s vision. Together, we are endeavoring to address mobility gaps and connectivity challenges as well as opportunities for collaboration in shaping a prosperous transit landscape for our region. These efforts include assessing service effectiveness and potential, comparing data sets where appropriate, and ensuring we’re capitalizing on any transit propensity within our existing network and beyond.

The proposed June 2026 Service Changes would significantly enhance regional connectivity and improve day-to-day service throughout Central Texas. The opening of the Goodnight Ranch and Expo Center Park and Rides, and the proposed corresponding route adjustments, will create new transit hubs for communities throughout the region to connect with key employment, recreational and essential destinations in the transit system. Additionally, CapMetro is evaluating minor schedule adjustments for this service change to assist with potential congestion or capacity needs and respond to regional feedback and conditions. Specific schedule adjustments are determined further in the service changes process to more accurately respond to evolving traffic conditions and construction in the region. Once available, additional details on the proposed minor schedule adjustments will be available in our subsequent memo and on our webpage.

The CapMetro Government Affairs and Regional Planning team, in close coordination with Planning and Development staff, continues to facilitate engagement opportunities and ongoing communication about network performance and the service change process with all municipalities within CapMetro's service area. Travis County is a regional partner and pays for the portions of service that are outside the CapMetro service area and within their jurisdiction. The county has been actively informed and engaged throughout Transit Plan 2035 and will remain involved in the service change process, specifically related to any potentially impacted routes.

## **Proposed Implementation**

The proposed changes are in accordance with CapMetro's Board-approved [FY2026 Operating and Capital Budget](#). CapMetro received \$65.60 million through the [FTA Small Starts Grant Program](#) for Rapid 800 Pleasant Valley and 837 Expo Center and its associated infrastructure, and is utilizing \$35.64 million in local Project Connect dollars to complete the project. FTA Small Starts projects undergo a rigorous evaluation process to assess factors such as cost-effectiveness, local support, and environmental impact before receiving federal funding assistance. This program aims to encourage the implementation of innovative and cost-effective transit solutions in communities across the United States.

If approved, the June 2026 Service Changes will start on Sunday, June 7, 2026, upon completion of the Goodnight Ranch and Expo Center Park and Rides and successful testing this spring. If there are concerns during the service and operations testing, CapMetro may adjust the implementation timeline to ensure customer reliability and safety at its discretion.

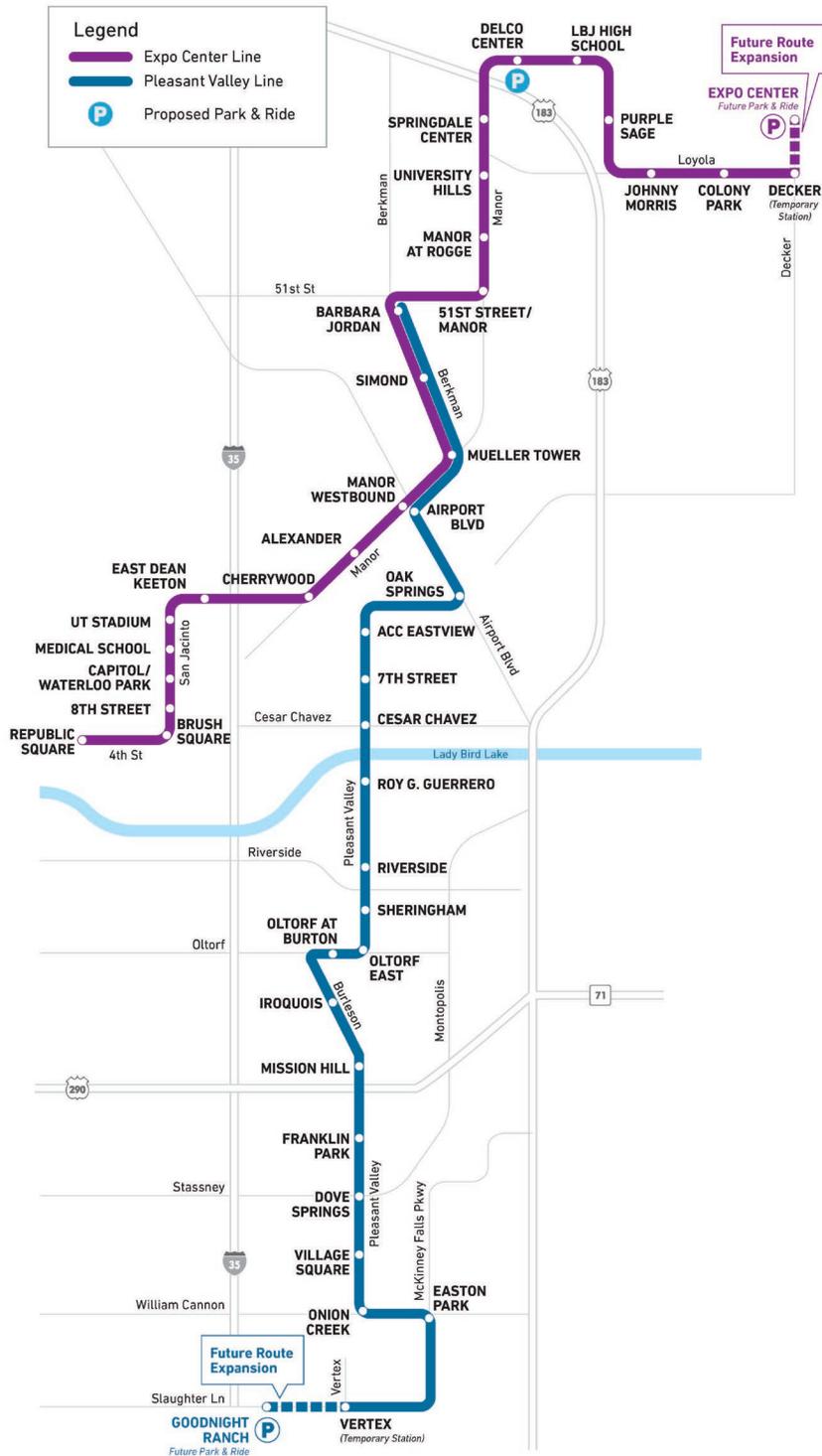
Should Board Members have any questions regarding the proposed changes, they should contact [Ed.Easton@capmetro.org](mailto:Ed.Easton@capmetro.org).

# Appendix A: CapMetro Rapid 800 Pleasant Valley and 837 Expo Center

**Rapid 800 Pleasant Valley** provides service from Berkman/Mueller to Goodnight Ranch in southeast Austin, connecting customers to destinations such as Mueller area, ACC Eastview, Dove Springs and more. It also includes connections to the future network, with transfers to the upcoming light rail and future Green Line commuter rail.

**Rapid 837 Expo Center** connects customers to medical, university, residential and commercial areas, as well as to downtown at the Republic Square transit hub. At Republic Square, it connects with a variety of CapMetro routes, including our high-frequency network and existing Rapid 801 and 803. Rapid 837 also connects to the existing Red Line (Brush Square/Downtown Station) and the upcoming light rail, giving customers even more transit options to move throughout the city.

These routes provide service on a select number of stops with faster travel times, when compared to regular Bus service, and provide access to the community in an area growing with new development and redevelopment.



## Appendix B: Community Engagement for the Proposed Service Changes

Upcoming engagement efforts for the proposed June 2026 Service Changes build upon extensive outreach and feedback gathered during the development of the voter-approved Project Connect System Plan and Board-approved Transit Plan 2035. Below is a summary of key upcoming engagement activities for the proposed service change, which includes tailored outreach to ensure customers are informed and able to provide feedback. All print and online materials will be available in Spanish and other languages upon request.

- **Regional Conversations with our Member Cities and Regional Partners:**
  - Collaborating with our member cities and regional partners to proactively discuss service change concepts and feedback.
- **Communication and Meetings with Stakeholders and the Community:**
  - Meetings with community groups, non-profit organizations and neighborhood homeowner associations, such as, but not limited to: AVANCE Resource Hours, Goodnight Ranch Annual Meeting, Equidad ATX LiveWell ViveBien Mobile Market, Colony Park CORE Team Meeting, UT Spring Marketplace, Community First!, among others.
  - CapMetro will email and provide presentations for stakeholders, neighborhood groups, and community-based organizations.
  - Flyers will be provided at tabling opportunities and relevant community events.
- **In-Person and Virtual Public Meetings:**
  - CapMetro will host an in-person public meeting at University Hills Public Library on March 3, 2026, from 5:00 p.m. to 7:00 p.m.
  - CapMetro will also host a virtual public meeting on February 26, 2026, from 6:00 p.m. to 7:00 p.m. on Zoom.
- **Advisory Committees:**
  - CapMetro will present at the Access Committee Meeting on March 4, 2026, and at the Customer Satisfaction Advisory Committee (CSAC) Meeting on March 11, 2026.
  - Email updates will be provided to the Public Safety Advisory Committee (PSAC), the Strategic Engagement Group, and the Project Connect Community Advisory Committee.
- **Operator Communications:**
  - All operators with Keolis will receive notice through posters in breakrooms, direct email, and TimePoint TV.
  - CapMetro will also discuss the proposed changes with operators during at-stop outreach.
- **Service Change Webpage with Comment Box:**
  - The CapMetro [webpage](#) will provide details of the proposed service changes and include an opportunity to provide comments (via Public Input open comment box) and sign-up to speak at the scheduled public hearing. Additionally, a virtual presentation will be posted on the webpage.
- **Public Hearing Notice and Public Hearing:**
  - Legal Notices are posted from February 11, 2026, to February 19, 2026, promoting the Public Hearing on March 11, 2026.
- **At-Stop Outreach with Flyers:**
  - CapMetro will conduct at-stop outreach for proposed route changes.
- **At-Stop Signage:**
  - Signage will be posted at key locations along the corridor.

- **Blockwalking:**
  - Discussing the proposed June 2026 Service Changes with residents.
- **Message Centers:**
  - Signage will be placed onboard directly behind operator's seats.
- **Brochures:**
  - Brochures will be available onboard at the front of the bus.
- **CapMetro Alerts Text Messages:**
  - Email and text will go out to associated subscribers.
- **Email to CapMetro's Contact List and Listserv**
  - Email updates provided to 10,000+ customers, stakeholders, and interested members via our contact list and listserv.
- **Social Media Posts:**
  - General and targeted social media posts to inform the community, riders and non-riders, about the future potential changes.

# Appendix C: Title VI Service Equity Analyses for the Proposed June 2026 Service Changes

## Project Overview

CapMetro is excited to increase frequency on Rapid 800 Pleasant Valley and Rapid 837 Expo Center, both routes that have been designated by the Federal Transit Administration (FTA) as Small Starts projects. The frequency increase will occur in tandem with the opening of two new Park and Rides that provide critical charging infrastructure for electric buses. Goodnight Ranch Park and Ride will serve as the new termination point for Rapid 800 Pleasant Valley, and Expo Center Park and Ride will serve as the new terminus for Rapid 837 Expo Center.

As we increase service on these lines, adjacent routes will be adjusted to terminate at the newly-constructed Park and Rides. Additionally, the existing Route 20 service will split into two routes around Guadalupe Street and Dean Keeton, resulting in Route 20 and the new Route 320. The service underlying Rapid 837, Route 320, will be adjusted from frequent, 15-minute service to local, 30-minute service. This matches the way Rapid 801 and 803 operate, with local Routes 1 and 3 providing 30-minute service underneath the 10-minute Rapid service.

## Guidance for Title VI Compliance

In accordance with the requirements of Title VI of the Civil Rights Act of 1964, and FTA Title VI Circular 4702.1B (2012), CapMetro, as a recipient of federal funds, must ensure that services provided are conducted in a manner that does not discriminate on the basis of race, color, or national origin. To this end, FTA Title VI Circular 4702.1B requires CapMetro to evaluate proposed service and fare changes to determine whether the planned change will have a disparate impact on the basis of race, color, or national origin, or whether low-income populations will bear a disproportionate burden of the changes.

## Title VI Service Equity Analysis Methodology

CapMetro's Title VI goal is for minority and low-income populations to receive at least their share of the benefits in the case of a net service increase, and no more than their share of the adverse effects, in the case of net service reductions. For Service Equity Analyses, a Disparate Impact threshold of 2% will be used to determine if minority riders are more adversely affected or less positively affected by the proposed change.

Service changes are determined to have a Disparate Impact on minority populations if the adverse impacts experienced by minority riders is greater than 2% when compared to the adverse impacts experienced by non-minority populations. Additionally, if benefits associated with service or fare changes accrue to non-minority populations greater than 2% when compared to minority populations, then this change will be determined to have a Disparate Impact.

For example, assume CapMetro's overall ridership is 68 percent minority and that CapMetro proposed a major service increase. Minority populations would be expected to consume 68 percent of the new service, measured in revenue miles. Deviations from this goal exceeding the disparate impact threshold of 2% (see below) would be considered statistically significant. Therefore, if minority populations received less than 66% of the benefits, this would constitute a potential disparate impact. If a disparate impact or disproportionate burden were to occur, planners would work with the community to identify what actions would best mitigate negative impacts.

# Analysis

## Baseline Data

Onboard survey data is CapMetro’s preferred data source to identify the demographics associated with each route affected by a service change. When onboard survey data is not available, staff compare the population served by the proposed routes with the population in the service area using Census data. Rapid 800 Pleasant Valley and 837 Expo Center were introduced in February 2025, and thus do not have onboard survey data, so Census data was used for all affected routes to ensure consistent data sources for all routes.

Based on Census data, the population in CapMetro’s service area is 52.41% minority<sup>2</sup> and 13.97% people with low incomes<sup>3</sup>, as shown in the table below.

Table 1: Baseline Data, CapMetro Service Area

Protected Class	Service Area	Source
Minority	52.41%	2020 Decennial Census Blocks
Low-Income	13.97%	<a href="#">American Community Survey 5-year; 2023-2019.</a>

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<sup>2</sup> Persons who self-identify as being non-white under the United States Census Bureau guidelines. This includes American Indian and Alaskan Native, Asian, Black or African American, Hispanic, Latino or LatinX, and Native Hawaiian or Other Pacific Islander.

<sup>3</sup> For purposes of CapMetro’s Title VI policy, low-income population is defined as any readily identifiable group of households who are at or below 125% of the United States Department of Health and Human Services Poverty Guidelines.

Figure 1: CapMetro Service Area

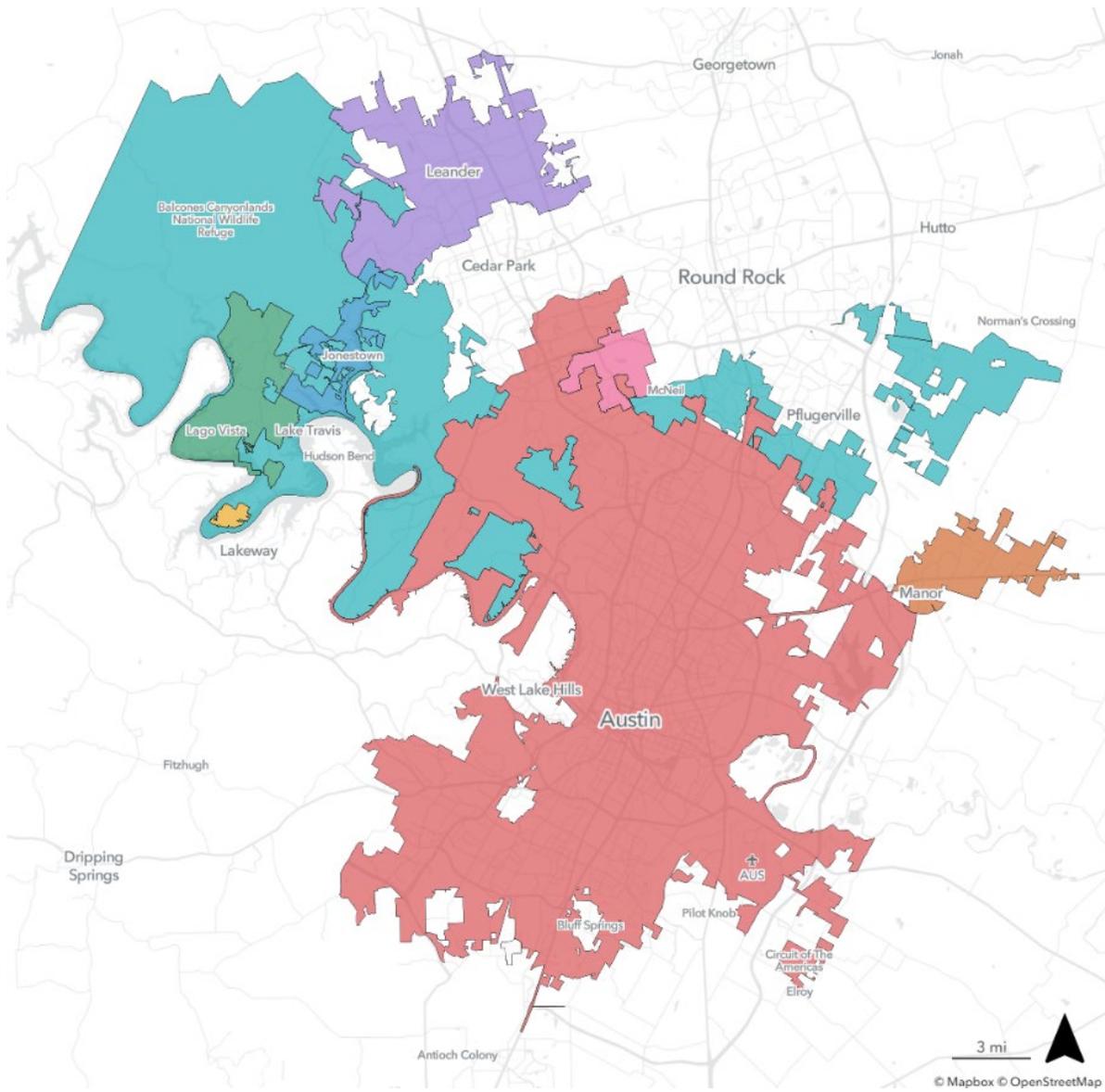


Figure 2: People within 125% of Poverty Level in Service Area and CapMetro Routes

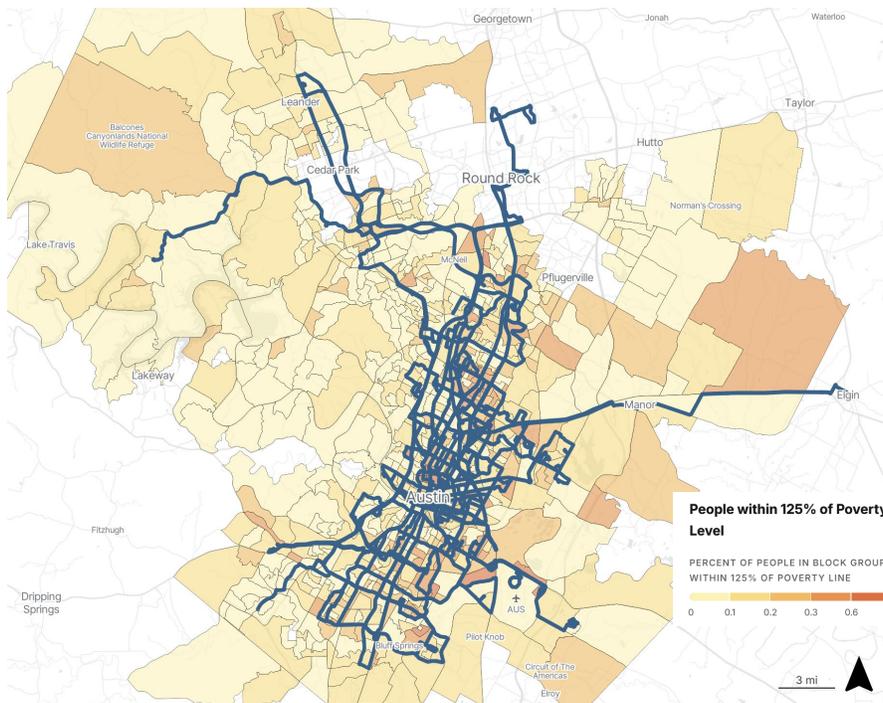
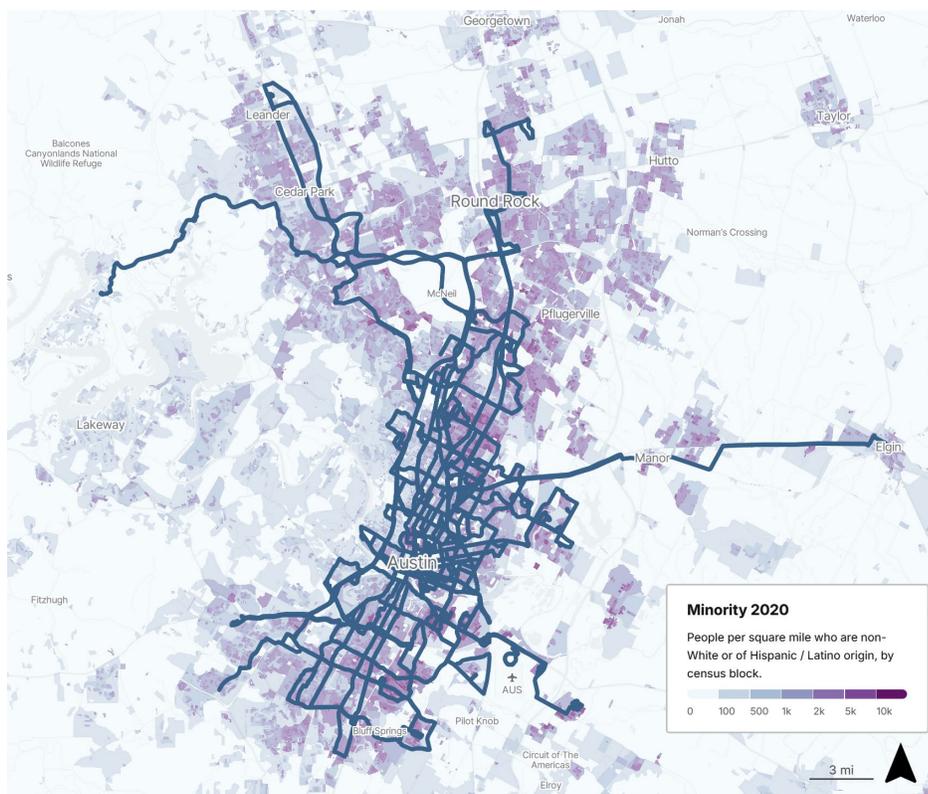


Figure 3: Minority Population in Central Texas and CapMetro Routes



## Analyses Packages

The proposed changes for June 2026 Service Change include many different routes. To analyze the impact to communities at a more detailed level, the proposed changes were grouped into two different areas based on the affected geographies: Rapid Line 800 and Southeast Changes and Rapid Line 837 and Northeast Changes. Each package was accompanied with its own Title VI analysis. The table below shows the routes analyzed in each package.

Table 2: List of Analysis Packages

Package	Package 1: Rapid Line 800 and Southeast Changes	Package 2: Rapid Line 837 and Northeast Changes
Associated Routes	Rapid 800 Pleasant Valley	Rapid 837 Expo Center
	Route 333 William Cannon	Route 5 Woodrow/East 12th
	Route 318 Westgate/Slaughter	Route 18 MLK
		Route 20 Manor Rd/Riverside
		Route 233 Decker/Daffan
		Route 237 Northeast Feeder
		Route 320 Manor Rd
		Route 323 Anderson
		Route 337 Koenig/Colony Park
		Route 339 Tuscany

## Analysis Results

The **percent of minority and low-income populations** served by the proposed changes were compared to the **service area average** to determine whether there is a disparate impact or disproportionate burden, measured in revenue miles.

### Package 1: Rapid 800 Pleasant Valley and Southeast Changes

Rapid 800 Pleasant Valley is proposed to receive an increase in frequency, from 20-minute service to 10-minute service, which will coincide with the debut of its new terminus at the Goodnight Ranch Park and Ride. Adjacent Routes 333 William Cannon and 318 Westgate Slaughter are proposed to also terminate at the new Park and Ride, providing better connections to the Rapid service and removing a turnaround on Thaxton Rd.

### Minority Results

Based on the population located within a quarter mile of the proposed transit stops and the proposed revenue miles on each route, an increase in service will be received by a population that is 60.6% minority (8.1 percentage points higher than the service area average), as shown in the table below.

Table 3: Package 1 Minority Results

Changes	Route	Minority Percentage	Revenue Miles Difference	Minority Revenue Miles
<b>Rapid 800 Frequency Increase, Alignment with Park and Ride</b>	Rapid 800 Pleasant Valley (Existing)	65.8%	(618,057)	(406,962)
	Rapid 800 Pleasant Valley (Proposed)	65.7%	898,388	590,642
<b>Route 318 Termination Change</b>	Route 318 Westgate/Slaughter (Existing)	55.6%	(334,856)	(186,252)
	Route 318 Westgate/Slaughter (Proposed)	52.6%	288,866	151,823
<b>Route 333 Termination Change</b>	Route 333 William Cannon (Existing)	59.6%	(484,967)	(288,800)
	Route 333 William Cannon (Proposed)	58.1%	507,209	294,914
<b>All Changes</b>		<b>60.6%</b>	<b>256,583</b>	<b>155,365</b>
<b>CapMetro Service Area</b>		52.4%		

**Conclusion: No disparate impact to minority populations from the proposed changes.**

## Low-Income Results

Based on the population located within a quarter mile of the proposed transit stops and the proposed revenue miles on each route, an increase in service will be received by a population that is 19.8% people with low incomes (5.8 percentage points higher than the service area average), as shown in the table below.

Table 4: Package 1 Low Income Results

Changes	Route	Low-Income (Census)	Revenue Miles Difference	Low-Income RM
<b>Rapid 800 Frequency Increase, Alignment with Park and Ride</b>	Rapid 800 Pleasant Valley (Existing)	18.6%	(618,057)	(114,671)
	Rapid 800 Pleasant Valley (Proposed)	18.6%	898,388	166,688
<b>Route 318 Termination Change</b>	Route 318 Westgate/Slaughter (Existing)	11.1%	(334,856)	(37,014)
	Route 318 Westgate/Slaughter (Proposed)	11.4%	288,866	32,834
<b>Route 333 Termination Change</b>	Route 333 William Cannon (Existing)	9.8%	(484,967)	(47,663)
	Route 333 William Cannon (Proposed)	10.0%	507,209	50,566
<b>All Changes</b>		19.8%	256,583	50,740
<b>CapMetro Service Area</b>		14.0%		

**Conclusion: No disproportionate burden to low-income populations from the proposed changes.**

## *Package 2: Rapid 837 Expo Center and Northeast Changes*

Rapid 837 Expo Center is also proposed to receive an increase in frequency, from 20-minute service to 10-minute service, as well as a new termination point at the Expo Center Park and Ride. Multiple adjacent routes in the Northeast area are proposed to change in alignment or frequency (or both) to adjust to the new level of Rapid service and the new Park and Ride. Overall, all impacted routes will have improved connections, transfers, and maintained or increased service levels (no frequency decreases or coverage gaps). The proposed changes in this package include the following:

- Rapid 837 Expo Center, Frequent Route 337 Koenig/Colony Park, Local Route 18 MLK, and Local Route 233 Decker/Daffan will extend into and terminate at the Park and Ride.
- The extension of Route 18 MLK will replace Route 237 Northeast Feeder as well as the southern portion of Route 339 Tuscany with more frequent coverage along all existing roads. As a result, Route 339 will shorten to terminate at the Springdale Shopping Center and combine with existing Route 323 Anderson to create an improved crosstown connection in Northeast Austin.
- With Rapid 837 Expo Center achieving their full 10-minute frequencies, Route 20 Manor Road/Riverside will be split into two separate routes at the University of Texas. The southern portion (along Riverside Drive to the airport) will remain a high-frequency route, and the northern portion (along Manor Road to Colony Park) will become an underlying Local route for the overlapping Rapid 837 Expo Center service. This matches how Route 1 North Lamar/South Congress and 3 Burnet/Menchaca operate as an underlying Local route with the overlapping Rapid 801 North Lamar/South Congress and Rapid 803 Burnet/South Lamar. The underlying Local routes focus on lower-frequency coverage with more stops, while the Rapid routes prioritize speed and travel times with less stops.
- With Pickup Decker and Rapid 837 Expo Center providing similar coverage, Route 233 Decker/Daffan will be modified to operate only east of Johnny Morris Road, creating a neighborhood clockwise circulator with increased frequency. CapMetro is exploring if this resource-neutral frequency improvement increases ridership along the route as ridership has declined since the introduction of Pickup Decker. If ridership continues to decline, CapMetro may eliminate the route in the future.
- Route 5 Woodrow/East 12th will turn around via Techni Center instead of transitioning into a different route (interlining with Routes 237 and 339).

## Minority Results

Based on the population located within a quarter mile of the proposed transit stops and the proposed revenue miles on each route, an increase in service will be received by a population that is 50.7% minority (1.7 percentage points lower than the service area average but within CapMetro's 2 percentage point threshold).

Table 5: Package 2 Minority Results

Change	Route	Minority Percentage	Revenue Miles Difference	Minority Revenue Miles
<b>Rapid 837 Frequency Increase, Alignment to Park and Ride</b>	Rapid 837 Expo Center (Existing)	54.9%	(493,289)	(270,771)
	Rapid 837 Expo Center (Proposed)	54.9%	986,578	541,543
<b>Route 5 Turnaround Change</b>	Route 5 (Existing)	38.0%	(371,457)	(141,154)
	Route 5 (Proposed)	38.0%	381,790	145,080
<b>Route 18 Extension</b>	Route 18 (Existing)	49.4%	(213,781)	(105,525)
	Route 18 (Proposed)	56.8%	368,440	209,117
<b>Route 233 Alignment and Frequency Change</b>	Route 233 (Existing)	90.4%	(67,768)	(61,265)
	Route 233 (Proposed)	94.7%	58,561	55,475
<b>Route 237 Elimination (Covered by New Route 18)</b>	Route 237 (Existing)	88.6%	(61,186)	(54,240)
<b>Route 337 Extension</b>	Route 337 (Existing)	60.1%	(516,685)	(310,300)
	Route 337 (Proposed)	60.1%	526,239	316,027
<b>Route 323 + 339 Combination (New 339)</b>	Route 323 (Existing)	64.5%	(110,413)	(71,188)
	Route 339 (Existing)	82.0%	(109,734)	(89,967)
	Route 339 (Proposed)	66.7%	238,372	158,899
<b>Route 20 Split</b>	Route 20 (Existing)	53.8%	(917,103)	(493,771)
	Route 20 (Proposed)	52.6%	564,938	297,206
<b>Route 320 (New)</b>	Route 320 (Proposed)	55.1%	192,791	106,251
<b>All Changes</b>		50.7%	456,293	231,418
<b>CapMetro Service Area</b>		52.4%		

**Conclusion: No disparate impact to minority populations from the proposed changes.**

## Low-Income Results

Based on the population located within a quarter mile of the proposed transit stops and the proposed revenue miles on each route, an increase in service will be received by a population that is 16% people with low incomes (2 percentage points higher than the service area average).

Table 6: Package 2 Low Income Results

Change	Route	Low-Income Percentage	Revenue Miles Difference	Low-Income Revenue Miles
<b>Rapid 837 Frequency Increase, Alignment to Park and Ride</b>	Rapid 837 Expo Center (Existing)	13.4%	(493,289)	(66,088)
	Rapid 837 Expo Center (Proposed)	13.4%	986,578	132,177
<b>Route 5 Turnaround Change</b>	Route 5 (Existing)	17.0%	(371,457)	(63,148)
	Route 5 (Proposed)	17.0%	381,790	64,904
<b>Route 18 Extension</b>	Route 18 (Existing)	12.9%	(213,781)	(27,641)
	Route 18 (Proposed)	12.5%	368,440	46,103
<b>Route 233 Alignment and Frequency Change</b>	Route 233 (Existing)	10.2%	(67,768)	(6,931)
	Route 233 (Proposed)	8.7%	58,561	5,121
<b>Route 237 Elimination (Covered by New Route 18)</b>	Route 237 (Existing)	12.6%	(61,186)	(7,729)
<b>Route 337 Extension</b>	Route 337 (Existing)	14.4%	(516,685)	(74,470)
	Route 337 (Proposed)	14.4%	526,239	75,838
<b>Route 323 + 339 Combination (New 339)</b>	Route 323 (Existing)	20.9%	(110,413)	(23,030)
	Route 339 (Existing)	17.3%	(109,734)	(19,037)
	Route 339 (Proposed)	19.4%	238,372	46,208
<b>Route 20 Split</b>	Route 20 (Existing)	22.6%	(917,103)	(207,116)
	Route 20 (Proposed)	26.9%	564,938	151,961
<b>Route 320 (New)</b>	Route 320 (Proposed)	23.8%	192,791	45,874
<b>All Changes</b>		16.0%	456,293	72,995
<b>CapMetro Service Area</b>		14.0%		

**Conclusion: No disproportionate burden to low-income populations from the proposed changes.**



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2026-1772

**Agenda Date:** 2/23/2026

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Memo: Demand Response Alternative Service Delivery Procurement (February 16, 2026)

To: CapMetro Board of Directors  
 From: Andy Skabowski, EVP, Chief Operating Officer  
 Date: February 16, 2026

Re: Demand Response Alternative Service Delivery Procurement

The purpose of this memo is to inform the Board of an upcoming solicitation in support of Demand Response services that may generate interest and questions. The solicitation is to provide overflow and backup transit for CapMetro’s Access and Pickup services allowing CapMetro to meet ridership growth on these services in a more cost-effective manner while ensuring safety, reliability, and customer service.

### Managing Demand Response Ridership Growth

As ridership continues to increase, CapMetro is seeking a cost-effective option to meet demand without compromising safety or service quality for customers who depend on the services.

Ridership on the Access service increased 8% from FY24 to FY25, and ridership year to date is up 6% in the first quarter of FY2026, compared to the same period in 2025, demonstrating a continued growth trend. Looking forward, we anticipate the service area population who meet eligibility requirements for paratransit to continue to grow, and we are federally-obligated to meet service levels for this population.

On Pickup, ridership increased by 12% between FY2024 and FY2025, in large part due to the launch of a CapMetro’s newest Pickup zone, Decker, in January 2025. Ridership year to date is up 3% in the first quarter of FY2026 compared to the first quarter of FY2025, and almost all the growth is driven by ridership growth in Decker, while ridership growth in the remaining 11 zones has plateaued.

Ridership Growth in Access & Pickup	Ridership Growth between FY2024 & FY2025			Ridership Comparison between Q1 of FY2025 and FY2026		
	FY24	FY25	Total Variance	FY25 Q1	FY26 Q1	Total Variance
Access	572,274	615,828 (8%↑)	43,554	152,367	160,405 (5%↑)	8,038
Pickup	511,720	571,200 (12%↑)	59,480	122,294	126,025 (3%↑)	3,731

CapMetro staff believe ridership growth in Pickup is slowing because the service cannot support additional riders without adding more resources. CapMetro proactively assigns resources (vehicles and operators) to meet the needs of zones, but resources are limited, and there are instances when more customers are requesting trips than we can accommodate. Peak demand can occur at anytime during service hours, not just when traditional traffic peaks occur – such as 4 pm to 6 pm weekdays – making it more challenging to manage and respond quickly. This results in slower service (longer wait times and trips), and the slower service pushes people to make different choices, such as driving or using other types of transportation services.

Managing the demand for Pickup and Access service with only the existing service model is not financially sustainable given current CapMetro resources and continued population growth throughout the service area.

### **Solicitation Overview**

Through this contract, CapMetro will have the flexibility to assign Pickup and Access trips to the contracted service during service peaks and when the need arises to ensure timely services to riders. This service approach aligns itself with our strategic priorities regarding improving service reliability and customer experience while being fiscally responsible.

The contract will allow CapMetro to use independent contractors as found with Transportation Network Companies (TNCs) while also requiring the same levels of service, safety and peace of mind currently provided through our existing service model and required for FTA compliance. Customers will still request and schedule rides through existing CapMetro platforms, and independent contractors will be required to meet certain standards, including insurance requirements, driver training, DOT Drug and Alcohol Testing, vehicle standards, and background checks.

The use of an additional transportation service partner for augmented service during peak or busy periods is not designed to replace transportation services provided by MTM and ATU members. Contracted peak and overflow service allows CapMetro to serve customers in the peaks and pay for only the trips needed and taken where a full-time position would not be warranted or cost-effective.

The solicitation will allow CapMetro to make a single award or multiple awards to qualified service partners. We anticipate bringing our final award recommendation to the Board for approval in July 2026.

### **Next Steps**

The solicitation is in the final stages of review and is anticipated to be published before the end of February 2026. Board Members with questions should contact [Ed.Easton@capmetro.org](mailto:Ed.Easton@capmetro.org).



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2026-1775

**Agenda Date:** 2/23/2026

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Memo: CapMetro Transit Police 2025 Racial Profiling Report (February 19, 2026)

To: CapMetro Board of Directors  
From: RenEarl Bowie, Chief, CapMetro Transit Police Department  
Date: February 19, 2026

Re: CapMetro Transit Police 2025 Racial Profiling Report

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The purpose of this memo is to provide the Board with the CapMetro Transit Police Department's 2025 Racial Profiling Report (attached).

CapMetro's Transit Police Chief is required to submit an annual report to the Texas Commission on Law Enforcement (TCOLE) to report information collected during motor vehicle stops, as prescribed in the Texas Code of Criminal Procedure.

This report summarizes stops that occurred in 2025, beginning when CapMetro Transit Police began operations in June. In total, CapMetro Transit Police conducted five Motor Vehicle Stops; all stops occurred within the city limits of Austin, Texas. None of the stops resulted in searches, three resulted in written warnings, two resulted in citations, and none resulted in arrests. There were no instances where a stop resulted in the use of force or resulted in bodily injury. There are no reports of racial profiling.

This report is required to be provided to the CapMetro Board, CapMetro's member cities and counties where Transit Police may operate, and TCOLE.

Should Board Members have any questions regarding the report, they should contact [Ed.Easton@capmetro.org](mailto:Ed.Easton@capmetro.org).



## CapMetro Transit Police Department 2025 Racial Profiling Report

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Prepared by RenEarl Bowie, Transit Police Chief  
February 2026

## Table of Contents

OVERVIEW.....	2
REPORT.....	3
CapMetro Transit Police Racial Profiling Policy Affirmation	
CapMetro Transit Police Training	
CapMetro Motor Vehicle Traffic Stops, 2025	
COMPARATIVE ANALYSIS.....	13



## OVERVIEW

The Capital Metropolitan Transit Authority's (CapMetro's) Transit Police Department Police Chief has prepared this report in accordance with Texas Code of Criminal Procedure Articles 2B.0051 - 2B.0059 to report information collected during motor vehicle stops during the period of January 1, 2025 through December 31, 2025. CapMetro received certification from the Texas Commission on Law Enforcement (TCOLE) in July 2024 and began operations in June 2025. CapMetro TPD filed an Exempt Report for the 2024 reporting period, making the 2025 report CapMetro's first Full Report.

CapMetro Transit Police support the agency throughout CapMetro's service area, which includes Austin, Manor, Lago Vista, San Leanna, Jonestown, Point Venture, Leander, and portions of unincorporated Travis County, Texas. Additionally, CapMetro owns, maintains, and operates freight rail between Llano County and Lee County, and provides contracted transit services in partnership with additional cities in Central Texas. Transit Police may be expected to respond to all law enforcement needs throughout these areas.

In total, CapMetro Transit Police conducted five Motor Vehicle Stops; all stops occurred within the city limits of Austin, Texas. None of the stops resulted in searches, three resulted in written warnings, two resulted in citations, and none resulted in arrests. There were no instances where a stop resulted in the use of force or resulted in bodily injury. There are no reports of racial profiling.



# REPORT

## CapMetro Racial Profiling Policy Affirmation

CapMetro Transit Police must adhere to Policy 401 – Bias-Based Policing, which meets the following TCOLE requirements for the policy:

- Clearly defines acts constituting racial profiling;
- Strictly prohibits peace officers employed by CapMetro from engaging in racial profiling;
- Implements a process by which an individual may file a complaint with CapMetro if the individual believes that a peace officer employed by the Agency has engaged in racial profiling with respect to the individual;
- Provides public education relating to the agency's complaint process;
- Requires appropriate corrective action to be taken against a peace officer employed by CapMetro who, after an investigation, is shown to have engaged in racial profiling in violation of Policy 401 – Bias-Based Policing;
- Requires collection of information relating to motor vehicle stops in which a warning or citation is issued and to arrests made as a result of those stops; including information relating to:
  - The race or ethnicity of the individual detained;
  - Whether a search was conducted and, if so, whether the individual detained consented to the search;
  - Whether the peace officer knew the race or ethnicity of the individual detained before detaining the individual;
  - Whether the peace officer used physical force that resulted in bodily injury during the stop;
  - The location of the stop; and
  - The reason for the stop.
- Requires the chief administrator of the agency, to submit an annual report of the information collected to TCOLE and the governing body of the Agency.

## CapMetro Transit Police Training

Because the CapMetro Transit Police Department is still new, all CapMetro Transit Police Officers and leadership have recently gone through comprehensive training, including training against bias-based policing, in accordance with CapMetro policies and state law.



## CapMetro Motor Vehicle Traffic Stops, 2025

The CapMetro Transit Police Department requires the collection of information relating to motor vehicle stops in which a warning or citation is issued, or an arrest is made as a result of these stops. CapMetro Transit Police began operations in June 2025 and, therefore, only has a partial year's worth of data to report.

CapMetro Transit Police are focused on supporting the transit system, and, therefore, motor vehicle stops are not a primary focus of activity. Instances where a person may be pulled over by a CapMetro police officer include traffic violations observed in proximity to transit operations, such as running a red light, speeding in a bus-only lane, blocking a transit stop, or other observed hazardous traffic violations.

CapMetro's 2025 Motor Vehicle Stops are reported as follows:

### Total Number of Stops: 5

Stop Location	
City Street	5
US Highway	0
State Highway	0
County Road	0
Private Property, Other	0

Was Race or Ethnicity Known Prior to Stop	
Yes	0
No	5

Race or Ethnicity of People Stopped	
Alaska Native/American Indian	0
Asian/Pacific Islander	1
Black	0
White	0
Hispanic/Latino	4



Gender and Race/Ethnicity		
Female	Total	1
	Alaska Native/American Indian	0
	Asian/Pacific Islander	1
	Black	0
	White	0
	Hispanic/Latino	0
Male	Total	4
	Alaska Native/American Indian	0
	Asian/Pacific Islander	0
	Black	0
	White	0
	Hispanic/Latino	4

Reason for Stop		
Violation of Law	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
Pre-existing Knowledge	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
Moving Traffic Violations	Total	5
	Alaska Native/American Indian	0
	Asian/Pacific Islander	1
	Black	0
	White	0
	Hispanic/Latino	4
Vehicle Traffic Violation	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--



Of people stopped, was a search conducted?		
Yes	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
No	Total	5
	Alaska Native/American Indian	0
	Asian/Pacific Islander	1
	Black	0
	White	0
	Hispanic/Latino	4

Reason for Search?		
Consent	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
Probable Cause	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
Inventory	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
Incident to Arrest	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--

No searches were conducted.



<b>Was Contraband Discovered During the Search?</b>		
Yes	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
No	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--

No searches were conducted.

<b>Did Discovered Contraband Result in Arrest?</b>		
Yes	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
No	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--

No search was conducted and no arrests were made.



<b>Was Contraband Discovered During the Search?</b>		
<b>Yes</b>	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
<b>No</b>	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--

No searches were conducted.



Description of Contraband Discovered?		
Drugs	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
Currency	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
Weapons	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
Alcohol	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
Stolen Property	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
Other	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--

No searches were conducted.



Result of the Stop?		
Verbal Warning	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
Written Warning	Total	3
	Alaska Native/American Indian	0
	Asian/Pacific Islander	1
	Black	0
	White	0
	Hispanic/Latino	2
Citation	Total	2
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	2
Written warning and arrest	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
Citation and arrest	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
Arrest	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--



Reason for Arrest		
Violation of Penal Code	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
Violation of Traffic Law	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
Violation of City Ordinance	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
Outstanding Warrant	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--

No arrests were made.



<b>Was Physical Force Resulting in Bodily Injury Used During Stop?</b>		
Yes	Total	0
	Alaska Native/American Indian	--
	Asian/Pacific Islander	--
	Black	--
	White	--
	Hispanic/Latino	--
No	Total	5
	Alaska Native/American Indian	0
	Asian/Pacific Islander	1
	Black	0
	White	0
	Hispanic/Latino	4

<b>Number of Complaints of Racial Profiling</b>	
Total	0
Number of Complaints that Resulted in Disciplinary Action	--
Number of Complaints that Did Not Result in Disciplinary Action	--



## COMPARATIVE ANALYSIS

CapMetro's service area covers about 549 square miles and includes cities and unincorporated areas in Travis and Williamson counties. CapMetro staff conducted an analysis of the service area based on the most recent American Community Survey Data.

To complete this analysis, CapMetro staff identified all block groups that intersect with the CapMetro service area jurisdictional boundaries. The block group boundaries do not precisely align with the CapMetro service area boundaries, and, therefore, the analysis and demographic overview includes some people who reside outside of the CapMetro service area. This is still the most accurate representation of the population served.

Additionally, while TCOLE reporting requirements outline race and ethnicity to be reported under Texas Law, Hispanic or Latino is considered an ethnicity under Census designations, so total numbers for Alaska Native or American Indian, Asian or Pacific Islander, and Black individuals include those who selected their race only, as well as individuals who selected their race plus Hispanic and/or Latino.

Based on this analysis, CapMetro's service area population includes more than 1.4 million people. This population figure represents the potential community that could interact with transit services (riders, employees, and people near transit assets) and serves as the appropriate baseline for many operational and capacity metrics. In Fiscal Year 2025, CapMetro provided more than 26,000,000 rides to customers throughout the service area.



The demographics of CapMetro's service area are as follows:

	<b>Total Population</b>	<b>Percent</b>
<b>Total</b>	<b>1,429,757</b>	<b>100%</b>

	<b>Total Population</b>	<b>Percent</b>
Alaska Native/American Indian	9,515	0.67%
Asian/Pacific Islander	199,509	8.36%
Black	108,848	7.61%
White	694,576	48.58%
Hispanic/Latino	447,559	31.30%

	<b>Total Population</b>	<b>Percent</b>
Male	730,359	51.08%
Female	699,398	48.92%

CapMetro Transit Police conducted a limited number of motor vehicle stops, making the resulting data too small to serve as a reliable basis for comparative analysis of the population served.



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# CapMetro