



Agenda - Final
Capital Metropolitan
Transportation Authority
Operations, Planning and Safety
Committee

2910 East 5th Street
Austin, TX 78702

Wednesday, June 10, 2026

12:30 PM

Rosa Parks Boardroom

This meeting will be livestreamed at capmetrotx.legistar.com

I. Call to Order

II. Public Comment

III. Action Items

1. Approval of minutes from the March 11, 2026 Operations, Planning and Safety Committee meeting.
2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Adolphson & Peterson Construction to allow CapMetro to construct Phase 2 of the new Demand Response North Base facility, for \$76,695,558, plus a 25 percent contingency, for a total not to exceed amount of \$95,869,448.
3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an Interlocal Agreement with the City of Austin to reimburse CapMetro up to \$747,500 for the design and construction of a 20-inch water line betterment on behalf of the Austin Water as part of the Demand Response North Facility project.
4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an Interlocal Agreement with Travis County to reimburse CapMetro up to \$1,535,783 for the design and construction of offsite roadway and traffic control betterments as part of the Demand Response North Facility project.
5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a construction contract with Trimbuilt Construction, Inc. for the Paratransit Eligibility Center for \$2,034,641, plus a 25 percent contingency, for a total amount not to exceed \$2,543,301.
6. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract modification with Genfare, LLC for cash farebox and vaulting system hardware replacement and installation services in the amount of \$567,372, plus a 3.7 percent contingency, for a total contract modification amount of \$817,372, and a new contract total not to exceed amount of \$7,134,243.

7. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Big Star Transit, LLC for Demand Response Overflow Services, with a base term of three (3) years and two (2) option years, for \$11,906,074, plus a 10 percent contingency, for a total not to exceed amount of \$13,096,681.

IV. Presentations

1. Monthly Public Safety & Security Update - June 2026
2. Executive Operations, Planning and Safety Update - June 2026
Update on service impact communications and service performance and operations.

V. Items for Future Discussion

VI. Adjournment

ADA Compliance

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

Committee Members: Chito Vela, Chair; Paige Ellis, Eric Stratton 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

Operations, Planning and Safety Committee **Item #:** AI-2026-1802 **Agenda Date:** 6/10/2026

Approval of minutes from the March 11, 2026 Operations, Planning and Safety Committee meeting.



Minutes
Capital Metropolitan
Transportation Authority
Operations, Planning and Safety
Committee

2910 East 5th Street
Austin, TX 78702

Wednesday, March 11, 2026

12:30 PM

Rosa Parks Boardroom

I. Call to Order

12:33 p.m. Meeting Called to Order

Present	Eric Stratton, Chito Vela, and Zo Qadri
Absent	Paige Ellis

II. Public Comment

Zenobia Joseph provided public comment.

III. Action Items

1. Approval of minutes from the February 11, 2026 Operations, Planning and Safety Committee meeting

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

Aye: Stratton, Vela, and Qadri

2. Selection of an Operations, Planning and Safety Committee Vice Chair for the remainder of 2026.

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

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

3. Approval of a resolution affirming the Charter Statement for the Operations, Planning and Safety Committee.

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

Aye: Stratton, Vela, and Qadri

4. Approval of a resolution authorizing the President & CEO, or her designee, to modify the current janitorial services contract to add a not to exceed amount of \$628,000 to the contract and continue with the current vendor, Simply Klean, for four (4) months from April 1st through July 31st, 2026, for a new total not to exceed amount of \$6,658,001.

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

Aye: Stratton, Vela, and Qadri

5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a comprehensive painting services contract with Southstone Development Group covering CapMetro facilities, transit centers, park-and-ride locations, maintenance facilities, administrative buildings, parking areas, and public-facing bus stops for two (2) base years and three (3) option periods of one year each in an aggregate amount not to exceed \$1,335,125.

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

Aye: Stratton, Vela, and Qadri

6. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract modification with World Wide Technology for Identity and Access Management (IAM) Non-Employee Risk Management (NERM) and implementation services, to include additional funding for the current option period and the three remaining option periods, in a total amount not to exceed \$3,011,041.

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

Aye: Stratton, Vela, and Qadri

IV. Presentations

1. Monthly update on CapMetro Public Safety and Security Initiatives - March 2026

This item was postponed until a later date.

V. Items for Future Discussion

VI. Adjournment

12:51 p.m. Meeting Adjourned

ADA Compliance

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

Committee Members: Chito Vela, Chair; Paige Ellis, Eric Stratton 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.

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Adolfson & Peterson Construction to allow CapMetro to construct Phase 2 of the new Demand Response North Base facility, for \$76,695,558, plus a 25 percent contingency, for a total not to exceed amount of \$95,869,448.

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: This agenda item aligns with a fiscally responsible and transparent use of funds to support the needs and growth of the agency. This project will provide new CapMetro infrastructure, the Demand Response North operations and maintenance facility, which supports regional growth in response to customer needs, as well as a new Community Room.

BUSINESS CASE: The project establishes a new 25-acre facility in northeast Austin, replacing the leased site at 817 West Howard Road to support fleet operations and maintenance. It also eliminates reliance on 907 East St. Johns Avenue, where rent is projected to rise significantly, while advancing sustainability goals. Funding for this work is included in the FY2026 capital budget and the proposed 5-year capital improvement plan.

COMMITTEE RECOMMENDATION: This item will be presented and recommended for approval at the Operations, Planning and Safety Committee on June 10, 2026.

EXECUTIVE SUMMARY: In 2021, CapMetro acquired a 25-acre undeveloped property at 10805 Cameron Road for a planned new Demand Response North Base facility. The Board previously approved a construction contract for Phase 1 which includes site excavation, site utilities, and roadway improvements. This action item is for the Phase 2 construction contract which includes the remaining site development, parking lots, landscaping, and construction of four buildings: Building 1 Administrative and Operations office building; Building 2 Maintenance and Repair building with vehicle repair bays; Building 3 Service building for cleaning,

vehicle wash, and fueling; and Building 4 Warehouse to centralize CapMetro warehouse space currently being leased. This new facility will support growth and improved operations and maintenance functions to allow CapMetro to provide improved Demand Response services to the region. The project includes sustainable features, and a new Community Room for public use. The project is partially funded by a grant from the Federal Transit Administration.

SBE PARTICIPATION: To comply with recent changes in federal regulation, CapMetro is pausing setting and enforcing DBE Program goals at this time.

PROCUREMENT: This procurement was conducted in accordance with the Competitive Sealed Proposal Method in Texas Government Code Title 10, Subtitle F, Chapter 2269, Subchapter D. On January 5, 2026, a Request for Proposals (RFP) was issued and formally advertised. Three (3) proposals were received by the closing date of March 26, 2026. The proposal from Adolfsen & Peterson Construction is determined to represent the best value to CapMetro, price and other factors considered. The total contract award amount is \$76,695,558, plus \$19,173,890, representing a 25 percent contingency, for a total amount not to exceed \$95,869,448.

DESCRIPTION	AMOUNT
Contract Award Amount:	\$76,695,558
Contingency (25%):	\$19,173,890
Total:	\$95,869,448

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

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2026-1835

WHEREAS, In 2021, CapMetro acquired a 25-acre undeveloped property at 10805 Cameron Road for a planned new Demand Response North facility for the operations and maintenance of transit vehicles to serve the Community; and

WHEREAS, this construction contract will allow CapMetro to complete Phase 2 of the project which includes the site development and construction of four buildings; and

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 Adolfson & Peterson Construction to allow CapMetro to construct Phase 2 of the new Demand Response North Base facility, for \$76,695,558, plus a 25 percent contingency, for a total not to exceed amount of \$95,869,448.

Date: _____

**Secretary of the Board
Becki Ross**



Demand Response North Facility & Central Warehouse

Operations, Planning and Safety Committee

June 10, 2026

Phase 1 Construction In Progress (Previous Board Action)



Soils excavation and haul-off underway



Heavy equipment in use

Phase 2 Construction Contract Includes:

- Soils import & grading
- Site development (parking lots, landscaping, site lighting, fencing, gates, etc)
- Construction of four buildings
 - Administration & Operations Building
 - Vehicle maintenance building
 - Service Building (cleaning & fueling)
 - Warehouse Building
- Bus storage yard with weather canopies
- Sustainability features
- Community Room for public use
- Partially funded from FTA grant



Existing Site – 25 acres in northeast Austin
No displacement of residences or businesses.

Site Rendering

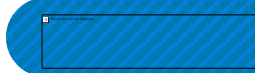


Cameron Road roadway and traffic improvements

20" HDPE Water Line

New traffic signal light

Proposed Administration & Operations Building



Proposed Designs



Community Room for public use



Main lobby/entry





Thank you!

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an Interlocal Agreement with the City of Austin to reimburse CapMetro up to \$747,500 for the design and construction of a 20-inch water line betterment on behalf of the Austin Water as part of the Demand Response North Facility project.

FISCAL IMPACT:

This action reimburses CapMetro for expenses incurred.

STRATEGIC PLAN:

Strategic Goal Alignment:

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

EXPLANATION OF STRATEGIC ALIGNMENT: This agenda item supports an inter-agency partnership with the City of Austin allowing for utility infrastructure improvements in coordination with the Demand Response North Facility project. This action will benefit the agencies and the public through cost efficiency and construction coordination for utility infrastructure.

BUSINESS CASE: This Interlocal Agreement between the City and CapMetro is part of an on-going inter-agency partnership and will allow CapMetro to be reimbursed by the City of Austin for the requested utility betterment.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on June 10, 2026.

EXECUTIVE SUMMARY: In 2021, CapMetro acquired a 25-acre undeveloped property at 10805 Cameron Road for a new Demand Response North facility which is planned to begin construction in 2026. The project includes design and construction of offsite utility connections required to serve the new facility. The execution of this Interlocal Agreement with the City of Austin will allow CapMetro to design and build a 20-inch waterline betterment (upgraded from an existing 12-inch) on behalf of Austin Water. Per the City's Land Development Code Sec. 25-9-61 "Eligible Projects", the City will reimburse CapMetro 25% of the construction hard costs and up to 15% of the City's proportionate share of the hard costs for soft costs. The not-to-exceed

reimbursement to CapMetro is estimated at \$747,500, which includes contingency.

SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

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

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2025-1725

WHEREAS, in 2021 the Capital Metropolitan Transportation Authority (CapMetro) acquired a 25-acre undeveloped property at 10805 Cameron Road planned for a new Demand Response North facility for the operations and maintenance of transit vehicles to serve the Community; and

WHEREAS, the CapMetro facility requires a new offsite waterline utility to be designed and constructed; and

WHEREAS, an Interlocal Agreement between the City and CapMetro as part of an on-going inter-agency partnership will allow CapMetro to be reimbursed by the City of Austin for the requested waterline betterment.

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 City of Austin to reimburse CapMetro up to \$747,500 for the design and construction of a 20-inch water line betterment on behalf of the Austin Water as part of the Demand Response North Facility project.

Date: _____

**Secretary of the Board
Becki Ross**

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an Interlocal Agreement with Travis County to reimburse CapMetro up to \$1,535,783 for the design and construction of offsite roadway and traffic control betterments as part of the Demand Response North Facility project.

FISCAL IMPACT:

This action reimburses CapMetro for expenses incurred.

STRATEGIC PLAN:

Strategic Goal Alignment:

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

EXPLANATION OF STRATEGIC ALIGNMENT: This agenda item supports an inter-agency partnership with the Travis County allowing for roadway and traffic control improvements in coordination with the Demand Response North Facility project. This action will benefit the agencies and the public through cost efficiency and construction coordination for public roadway improvements.

BUSINESS CASE: This Interlocal Agreement between the County and CapMetro is part of an on-going inter-agency partnership and will allow CapMetro to be reimbursed by the Travis County for the requested roadway improvements.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on June 10, 2026.

EXECUTIVE SUMMARY: In 2021, CapMetro acquired a 25-acre undeveloped property at 10805 Cameron Road for a new Demand Response North facility which is planned to begin construction in 2026. The project includes design and construction of offsite roadway elements required by the traffic impact analysis. In addition, the County has requested CapMetro to design and construct intersection improvements and traffic control betterments such as added turn lanes and a traffic signal. The execution of this Interlocal Agreement with the County will allow CapMetro to design and build said betterments on behalf of the Travis County. The County will reimburse CapMetro up to \$1,535,783.

SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

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

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2025-1726

WHEREAS, in 2021 the Capital Metropolitan Transportation Authority (CapMetro) acquired a 25-acre undeveloped property at 10805 Cameron Road planned for a new Demand Response North facility for the operations and maintenance of transit vehicles to serve the Community; and

WHEREAS, an Interlocal Agreement between Travis County and CapMetro as part of an on-going inter-agency partnership will allow CapMetro to be reimbursed by the County for the requested roadway and traffic control betterments.

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 Travis County to reimburse CapMetro up to \$1,318,928 for the design and construction of offsite roadway and traffic control betterments as part of the Demand Response North Facility project.

Date: _____

**Secretary of the Board
Becki Ross**

Operations, Planning and Safety Committee **Item #:** AI-2026-1834

Agenda Date: 6/10/2026

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a construction contract with Trimbuilt Construction, Inc. for the Paratransit Eligibility Center for \$2,034,641, plus a 25 percent contingency, for a total amount not to exceed \$2,543,301.

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: This agenda item aligns with relocating a customer facing facility to support the needs of the community.

BUSINESS CASE: To optimize facility assets and support long-term operational needs, relocating the Paratransit facility to a CapMetro-owned property will eliminate the need to lease commercial space while at the same time providing improved customer service facilities. Funding for this action is included in the FY26 Capital Budget and the proposed FY27 Capital Budget.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval at the Operations, Planning and Safety Committee on June 10, 2026.

EXECUTIVE SUMMARY: The current Paratransit Eligibility Center is located at a leased property at 209 W. 9th Street. CapMetro is relocating this customer facing facility to an owned property at 624 Pleasant Valley Road which will eliminate lease costs and provide improved customer service functions. This action item is for the construction contract for the interior build-out of approximately 7,261 SF which includes paratransit eligibility functions, customer intake areas, HVAC and electrical improvements, exterior improvements, and ADA upgrades. Consolidating this function into an agency-owned property optimizes assets and ensures uninterrupted, efficient service for transit clients.

SBE PARTICIPATION: An 8.5% SBE goal was assigned to this procurement. The contractor has committed to

40.97% SBE participation during the term of the contract and will be monitored.

PROCUREMENT: This procurement was conducted in accordance with the Competitive Sealed Proposal Method in Texas Government Code Title 10, Subtitle F, Chapter 2269, Subchapter D. On March 10, 2026, a Request for Proposals (RFP) was issued and formally advertised. Five (5) proposals were received by the closing date of April 16, 2026. The proposal from Trimbuilt Construction, Inc. is determined to represent the best value to CapMetro, price and other factors considered. The total contract award amount is \$2,034,641, plus a 25 percent contingency, for a total amount not to exceed \$2,543,301.

DESCRIPTION	AMOUNT
Contract Award Amount	\$2,034,641
Contingency (25%)	\$508,660
Total Amount	\$2,543,301

RESPONSIBLE DEPARTMENT: Capital Construction, Engineering & Design

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2026-1834

WHEREAS, Relocating the Paratransit Eligibility Center function to CapMetro owned 624 Pleasant Valley Road facility eliminates the cost for leased office space; and

WHEREAS, the 624 Pleasant Valley Road facility requires interior and exterior construction renovations prior to the Paratransit Eligibility Center relocating and utilizing the space as intended.

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 construction contract with Trimbuilt Construction, Inc. for the Paratransit Eligibility Center for \$2,034,641, plus a 25 percent contingency, for a total amount not to exceed \$2,543,301.

Date: _____

**Secretary of the Board
Becki Ross**

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract modification with Genfare, LLC for cash farebox and vaulting system hardware replacement and installation services in the amount of \$567,372, plus a 3.7 percent contingency, for a total contract modification amount of \$817,372, and a new contract total not to exceed amount of \$7,134,243.

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: Every CapMetro bus is equipped with a Genfare farebox located by the bus operator and collects cash from customers. For cash paying customers of CapMetro service the farebox is what he or she interacts with to collect their fare payment making it important that it is reliable for a high-quality customer experience. The fareboxes on the buses and the support hardware to handle the collection of cash has reached the end of life and needs replacement. The modernization of the back office and all cash collection devices will be done to maintain a state of good repair.

BUSINESS CASE: On December 16, 2024, The CapMetro Board of Directors awarded a contract to Genfare, LLC for the replacement of the end-of-life cash farebox and vaulting system with a modernized farebox system. As part of the plan to roll out the farebox system across the bus fleet there are improvements for the bus operator to no longer interact with the farebox control unit. This reduces the number of devices an operator has to interact with and opens up space in their cabin. This results in a modification of the hardware and installation services Genfare will provide as part of the rollout to the bus fleet.

COMMITTEE RECOMMENDATION: The item was presented and recommended for approval by the Operations, Planning and Safety Committee on June 10, 2026.

EXECUTIVE SUMMARY: CapMetro and Genfare have developed a solution to reduce the number of hardware devices the operator has to interact with during their shift in order to support bus operations and CapMetro

riders. As part of the plan to roll out the farebox system across the bus fleet there are improvements for the bus operator to no longer interact with the farebox control unit. This reduces the number of devices an operator has to interact with and opens up space in their cabin. This results in a modification of the hardware and installation services Genfare will provide as part of the rollout to the bus fleet.

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

PROCUREMENT: On December 16, 2024, the CapMetro Board of Directors approved a resolution to award the replacement cash farebox & vaulting system to Genfare, LLC, in a not to exceed amount of \$6,316,871. A need has been identified for configuration changes for operator improvements. The Board of Directors’ approval is requested to authorize a contract modification in the amount of \$567,372 to support this requirement, plus a 3.7 percent contingency, for a total amount not to exceed \$817,372. The modification includes additional funding for the current base period and the three (3) remaining option periods, for a new contract total not to exceed amount of \$7,134,243.

DESCRIPTION	AMOUNT
Current Contract Total Amount	\$6,316,871
Modification Amount	\$567,372
Contingency (3.7%)	\$250,000
Total Amount	\$817,372
New Contract Total Amount	\$7,134,243

RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2026-1818

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro Management endeavor to maintain the cash fare collection for customers in a state of good repair.

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 Genfare, LLC for cash farebox and vaulting system hardware replacement and installation services in the amount of \$567,372, plus a 3.7 percent contingency, for a total contract modification amount of \$817,372, and a new contract total not to exceed amount of \$7,134,243.

Date: _____

**Secretary of the Board
Becki Ross**

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Big Star Transit, LLC for Demand Response Overflow Services, with a base term of three (3) years and two (2) option years, for \$11,906,074, plus a 10 percent contingency, for a total not to exceed amount of \$13,096,681.

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: This solicitation is to provide non-dedicated 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.

BUSINESS CASE: Ridership on the Access service increased 8% from FY24 to FY25. Access ridership continues to increase. During the first six (6) months of FY26, ridership increased 6% compared to the same period in FY25. 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 FY24 and FY25, in large part due to the launch of CapMetro’s newest Pickup zone, Decker, in January 2025. During the first six (6) months of FY26, Pickup ridership increased 3% compared to the same period in FY25. Almost all the growth is driven by ridership growth in Decker, while ridership growth in the remaining 11 zones has plateaued. The plateaued Pickup growth in more mature zones is largely attributed to leveling resource commitments, which leads to longer average wait times and a less attractive rider experience.

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

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval at the Operations, Planning and Safety Committee meeting on June 10, 2026.

EXECUTIVE SUMMARY: Through this contract, CapMetro will have the flexibility to assign Pickup and Access trips to the contracted non-dedicated 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 the customer experience while being fiscally responsible.

CapMetro will leverage service through this contract 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.

This will allow CapMetro to effectively manage the Access and Pickup ridership growth in a fiscally responsible manner without compromising safety, customer service and service reliability.

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

PROCUREMENT: On February 23, 2026, a Request for Proposals (RFP) was issued and formally advertised. By the closing date of April 20, 2026, four (4) proposals were received. The proposal from Big Star Transit, LLC was determined to be the best value to CapMetro, price and other factors considered. The resulting contract will be a fixed price indefinite delivery, indefinite quantity Contract. The term of the Contract shall be three (3) years from the Contract Notice to Proceed with up to two (2) option periods for a twelve (12) month duration each, for a contract amount not to exceed \$11,906,074, plus a 10 percent contingency, for a total not to exceed amount of \$13,096,681.

DESCRIPTION	NTE AMOUNT
Base Period (Years 1 - 3)	\$6,314,259
Option Period 1 (Year 4)	\$2,670,255
Option Period 2 (Year 5)	\$2,921,560
Contract Total - Base + Options	\$11,906,074
Contingency (10%)	\$1,190,607
Grand Total - Base, Options & Contingency	\$13,096,681

RESPONSIBLE DEPARTMENT: CapMetro Demand Response

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2026-1836

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro Management recognize the fiscal and operational challenges presented by current Access and Pickup ridership growth; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro Management recognize the need to implement the Demand Response Overflow Services Contract to address Access and Pickup ridership growth through a solution that benefits riders without negatively impacting safety, customer service, or service reliability.

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 Big Star Transit, LLC for Demand Response Overflow Services, with a base term of three (3) years and two (2) option years, for \$11,906,074, plus a 10 percent contingency, for a total not to exceed amount of \$13,096,681.

Date: _____

**Secretary of the Board
Becki Ross**



DEMAND RESPONSE OVERFLOW SERVICES

RFP# 813701

Board of Directors

June 2026

WHY THIS PROCUREMENT, WHY NOW?

- ❖ To ensure sustainability and improve cost control
- ❖ Access Ridership Growth
 - ❖ FY24 to FY25: 8%
 - ❖ FY25 to FY26 YTD: 6%
- ❖ Pickup Ridership Growth
 - ❖ FY24 to FY25: 12%
 - ❖ FY25 to FY26 YTD: 3%
- ❖ Strategic Goals
 - ❖ Customers
 - ❖ Organizational Effectiveness
- ❖ Critical Result
 - ❖ Continue to improve service reliability
 - ❖ Sustainability



A NEW, COMPLEMENTARY SERVICE MODEL

- ❖ Parallel Dedicated and Non-Dedicated Services
- ❖ Service Targets
 - ❖ MTM approx. 96% of Service
 - ❖ Overflow Partner approx. 4%
- ❖ Not reducing ridership on the dedicated contract with MTM Transit
- ❖ Complementary services to promote enhanced service reliability and fiscal responsibility



WHAT CAN OUR ACCESS AND PICKUP CUSTOMERS EXPECT?



- ❖ Greater Service Availability during Peaks
- ❖ On Time Service
- ❖ Passenger Assistance from Trained Drivers
- ❖ Drivers will identify themselves upon arrival
- ❖ Excellent Customer Service
- ❖ Step above typical Transportation Network Company Services
- ❖ Main Difference will be the Vehicle Type

SERVICE READINESS & SAFEGUARDS

NOT COMPROMISING CUSTOMER SAFETY

Comparable Insurance Requirements to the Dedicated Contract

Fully Compliant Drug & Alcohol Program Required

Strong New-Hire, Refresher and Remedial Training Requirements

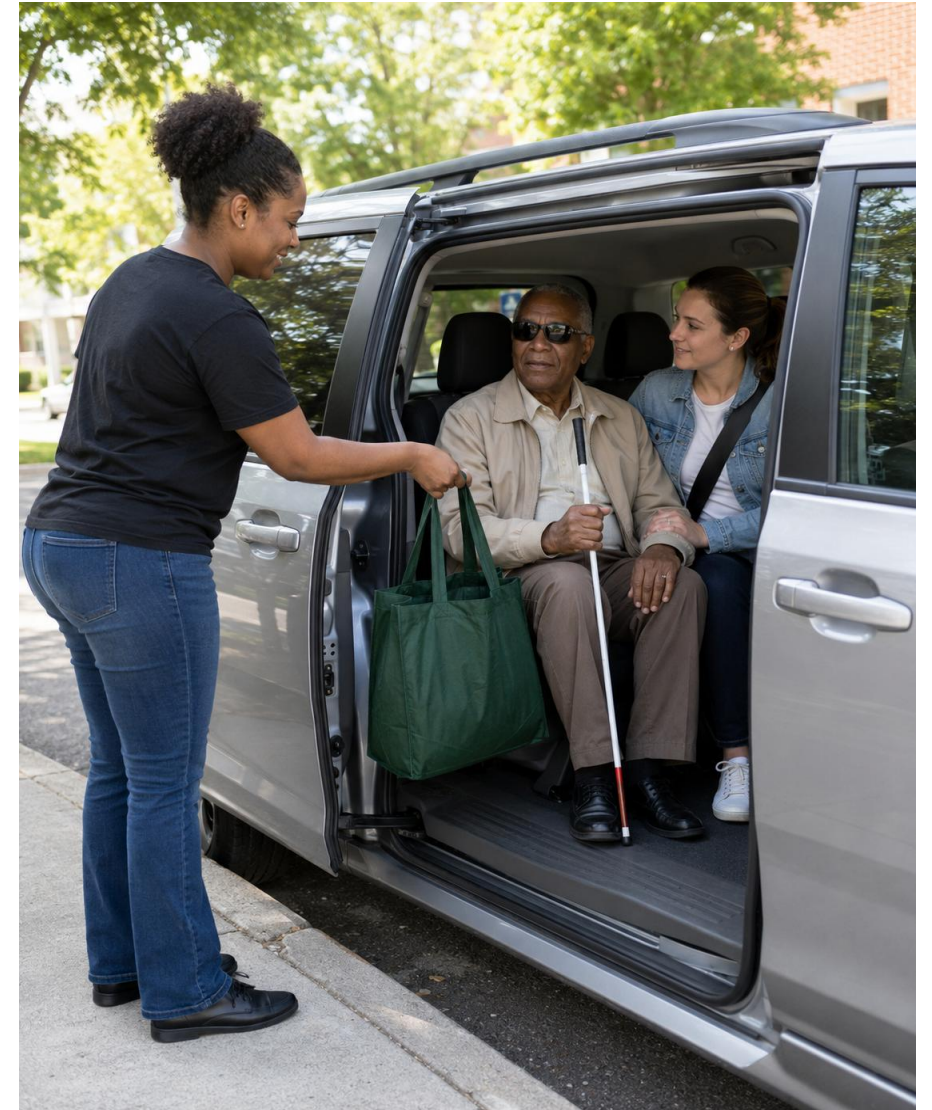
Vehicle Certification and Inspection Requirements

In-Vehicle Video Cameras

Appearance and Clothing Standards

Driver Performance Reviews and Evaluations

High Standards for Customer Comment Response Resolution



SCOPE OVERVIEW

- ❖ Ambulatory Trips will free up capacity on MTM's dedicated, wheelchair accessible vehicles
- ❖ Curb to Curb Service Level
- ❖ Fully Compliant ADA Paratransit
- ❖ Spare for Scheduling and Rider Communication
- ❖ Key Performance Indicators:
 - ❖ Trip Acceptance
 - ❖ Trip Reliability
 - ❖ Missed Trips
 - ❖ On time performance
 - ❖ Customer Satisfaction
 - ❖ Accident Rates



CapMetro

Questions?

Thank You



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2026-1845

Agenda Date: 6/22/2026

Monthly Public Safety & Security Update - June 2026



Public Safety Update

Board of Directors
Operations, Planning, & Safety Committee

Gardner Tabon
Executive Vice President
Systemwide Accessibility & Chief Safety Officer

Emergency Preparedness

Goodnight Ranch and Expo Park-and-Ride Facilities

- Safety
 - Ensures operators, passengers, and first responders can quickly and safely respond to incidents
 - Addresses unique battery electric bus risks
 - Supports regulatory compliance and liability reduction
 - Builds public and workforce confidence
- Security
 - Prevents and mitigates intentional threats
 - Protects critical infrastructure
 - Ensures controlled response to incidents
 - Maintains public trust and system integrity



Goodnight Ranch & Expo Park-and-Ride Facility Exercises





Thank you!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2026-1801

Agenda Date: 6/10/2026

Executive Operations, Planning and Safety Update - June 2026

Update on service impact communications and service performance and operations.