



Agenda - Final
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, July 28, 2025

12:00 PM

Rosa Parks Boardroom

This meeting will be livestreamed at capmetrotx.legistar.com

I. Call to Order

II. Safety Briefing:

III. Public Comment:

IV. Advisory Committee Updates:

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

V. Board Committee Updates:

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

VI. Consent Items:

1. Approval of minutes from the June 23, 2025 board meeting.
2. Approval of a resolution appointing Dominic DeNiro to the Customer Satisfaction Advisory Committee.
3. Approval of a resolution appointing Joseph El Habr to the Project Connect Community Advisory Committee (CAC).

4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an Interlocal Agreement with the Center for Urban Transportation Research (CUTR) for conducting a comprehensive evaluation of CapMetro’s bus operator training program with a base term of one year, with no option years, in a total amount not to exceed \$49,789.
5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Convergent Technologies, LLC for Genetec software license and support for a term of five (5) years in an amount not to exceed \$1,452,103.
6. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract modification with RSM US LLP for external auditing services to add \$450,000 and extend the term by six (6) months from October 1, 2025 to March 31, 2026 for a new contract total of \$1,719,774.

VII. Action Items:

1. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with DLT Solutions, LLC to provide Oracle Fusion Cloud Licensing renewal in support of our Oracle Enterprise Resource Planning (ERP) system, with a base term of one (1) year and three (3) option years, in a total amount not to exceed \$2,886,858.

VIII. Discussion Items:

1. Update on CapMetro Ridership.

IX. Report:

1. President and CEO Monthly Update - July 2025

X. Items for Future Discussion:

XI. Adjournment

ADA Compliance

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

BOARD OF DIRECTORS: Jeffrey Travillion, Chair; 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

Board of Directors

Item #: AI-2021-189

Agenda Date: 3/28/2022

Customer Satisfaction Advisory Committee (CSAC)



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-190

Agenda Date: 3/28/2022

Access Advisory Committee



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2022-329

Agenda Date: 1/24/2022

Public Safety Advisory Committee (PSAC)

Capital Metropolitan Transportation Authority

Public Safety Advisory Committee (PSAC)

Friday, June 27, 2025

11:30 AM

Virtual Presentation

CapMetro Employees: Peter Breton, Licelda Briones, Darryl Jamail, Kelsey Lammy, Nina Loehr, Eric Robins, Joe Rose, Detren Scales, Emmanuel Toutin, Dottie Watkins, Yvonne Wilson.

Committee Members: Kathryn Kalinowski, Adam Powell, Jason Rosson, Monica Sanchez, Christian Shelmire, Lauren Taylor, Christian Tschoepe, Sheena Walter.

Meeting called to order at 11:39 AM

Welcome / Introductions / Call to Order

Chair Taylor

Brief Remarks

Dottie Watkins, President & CEO

Participated in Discussion / Q&A: Monica Sanchez, Lauren Taylor.

Approval of the April 2025 minutes: Adam Powell / 2nd by Christian Tschoepe – passes unanimously

Public Communications

N/A

Initial FY26 Budget Review

Emmanuel Toutin, Director of Budget and Financial Planning

Participated in Discussion / Q&A:

Code of Conduct Update

Nina Loehr, Program Manager, Executive Staff

Participated in Discussion / Q&A: Peter Breton, Darryl Jamail, Jason Rosson, Monica Sanchez, Sheena Walter.

TPD Update

Eric Robins, Chief of Police

Joseph Rose, Assistant Chief of Police

Participated in Discussion / Q&A: Lauren Taylor.

Meeting adjourned at 12:33 PM



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2025-1551

Agenda Date: 7/28/2025

Approval of minutes from the June 23, 2025 board meeting.



Minutes
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, June 23, 2025

12:00 PM

Rosa Parks Boardroom

I. Call to Order

12:02 p.m. Meeting Called to Order by Acting Chair Becki Ross

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

II. Safety Briefing:

III. Public Comment:

Carlos Leon, Tenil Adams, and LaNell Johnson provided public comments. Zenobia Joseph also provided public comments following Discussion Item #2.

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 Harriss, to approve the Consent Agenda. The motion carried by the following vote:

Aye: Stratton, Ross, Harriss, Bangle, and Qadri

1. Approval of minutes from the May 19, 2025 board meeting.
2. Approval of a resolution appointing Steven Salas to the Access Advisory Committee.
3. Approval of a resolution appointing Jason Rosson to the Public Safety Advisory Committee.
4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract by utilizing the OMNIA Partners cooperative, Contract No. R240201, held by DLT Solutions, for Oracle Products and Services, to provide Oracle Managed Customer Success Services in support of our Oracle Enterprise Resource Planning (ERP) system, for a term of one (1) year, in a total amount not to exceed \$973,000.
5. Approval of a resolution authorizing the President and CEO, or her designee, to finalize, execute, and amend three existing License Agreements held by CS Kinross Lake Parkway, LLC, for purposes of facilitating construction of transit facilities at the Uptown ATX development, and waiving fees for the License Agreements.
6. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an amendment to the Memorandum of Understanding with the City of Round Rock authorizing Round Rock to be a direct recipient of a portion of CapMetro's FY2025 and FY2026 Federal Section 5339(a) Program funds.
7. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Silsbee Ford for the purchase of three (3) Ford F-450 flatbed trucks in an amount not to exceed \$372,170.

VII. Action Items:

1. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a commercial lease amendment with Omega Media Properties, LP, a Texas limited partnership for the addition of parking area and remodeling of office building spaces at 817 W. Howard Lane, Austin, Travis County, TX 78728 concurrent with the original lease base period of three (3) years, with three (3), 1-year renewal options, for an increase of \$4,007,249, resulting in a new total not to exceed amount of \$8,367,406.

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

Aye: Stratton, Ross, Harriss, Bangle, and Qadri

2. Approval of a resolution adopting the CapMetro Civil Rights Policy Statement.

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

Aye: Stratton, Ross, Harriss, Bangle, and Qadri

3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute the purchase of .0239 of one acre (1,039 square feet) of land for a drainage easement from Orangestone TG, LLC in a total not to exceed amount of \$168,318.

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

Aye: Stratton, Ross, Harriss, Bangle, and Qadri

VIII. Discussion Items:

1. Initial Review and Discussion of the FY2026 Proposed Budget
2. Disadvantaged Business Enterprise/Small Business Enterprise Updates and DBE Triennial Goal FY24 - FY26

IX. Items for Future Discussion:

X. Adjournment

1:00 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.

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.

Board of Directors

Item #: AI-2025-1548

Agenda Date: 7/28/2025

SUBJECT:

Approval of a resolution appointing Dominic DeNiro to the Customer Satisfaction 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 Customer Satisfaction 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: The CapMetro Board appoints members to the CapMetro Advisory Committees to ensure community perspectives regarding projects and initiatives are shared with the Agency. There is currently a vacancy that needs to be filled on the advisory committee.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on May 19, 2025.

EXECUTIVE SUMMARY: Pursuant to Section 451.107, Texas Transportation Code, and the CapMetro Board of Directors Bylaws, the Board of Directors established the Customer Satisfaction 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 Matt Harriss recommends Dominic DeNiro as his appointee to fill a vacant position on the Customer Satisfaction 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-2025-1548

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 Customer Satisfaction Advisory Committee.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that Dominic DeNiro is named to the Customer Satisfaction Advisory Committee to serve a term concurrent with the term of Board Member Matt Harriss.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2025-1557

Agenda Date: 7/28/2025

SUBJECT:

Approval of a resolution appointing Joseph El Habr to the Project Connect Community Advisory Committee (CAC).

FISCAL IMPACT:

This action has no fiscal impact.

STRATEGIC PLAN:

Strategic Goal Alignment:

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

EXPLANATION OF STRATEGIC ALIGNMENT: CapMetro is a partner in the implementation of the Project Connect program of projects, alongside the Austin Transit Partnership, and City of Austin. The Project Connect Community Advisory Committee (CAC) was formed to aid the three organizations in the implementation of the program and provide community perspective.

BUSINESS CASE: The CapMetro Board-approved CAC bylaws require approval of CAC members by the CapMetro Board, Austin City Council and Austin Transit Partnership (ATP) Board.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on July 28, 2025. The recommendation will separately be considered by the ATP Board and Austin City Council.

EXECUTIVE SUMMARY: On June 12, 2025, the Project Connect Community Advisory Committee (CAC) voted unanimously to recommend Joseph El Habr to fill a mid-term vacancy on the CAC that resulted from the resignation of former member Gretchen Flatau.

The CAC followed Section 3.7 of the updated CAC Bylaws that allows the CAC to make a mid-term vacancy recommendation for final approval by the ATP Board, CapMetro Board, and Austin City Council. To reach this recommendation, the CAC Governance Working Group reviewed applications from the most recent CAC applicant pool and considered the current expertise on the CAC and potential gaps to identify the best candidate for this current vacancy. The candidate recommendation was then reviewed and voted on by the full CAC at the June 12 regular meeting. If approved for appointment by the Austin City Council, CapMetro

Board, and ATP Board, Joseph El Habr's term will expire on December 31, 2027.

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-2025-1557

WHEREAS, CapMetro is a partner in the implementation of the Project Connect program of projects, alongside the Austin Transit Partnership, and City of Austin; and

WHEREAS, the Project Connect Community Advisory Committee (CAC) was formed to aid the three organizations in the implementation of the program and provide community perspective; and

WHEREAS, the Project Connect Community Advisory Committee followed Section 3.7 of the updated CAC Bylaws that allows the CAC to make a mid-term vacancy recommendation for final approval by the ATP Board, CapMetro Board, and Austin City Council, and this process recommended the appointment of Joseph El Habr to fill a mid-term vacancy that resulted from the resignation of former member Gretchen Flatau.

NOW, THEREFORE, BE IT RESOLVED that the CapMetro Board of Directors appoints Joseph El Habr to the Project Connect Community Advisory Committee (CAC).

Date: _____

**Secretary of the Board
Becki Ross**



MEMORANDUM

TO: City of Austin Mayor and Council Members, Austin Transit Partnership Board Chair and Board Members, Capital Metropolitan Transportation Authority Board Chair and Board Members

FROM: Susan Somers, Vice Chair, Project Connect Community Advisory Committee

CC: Greg Canally, Executive Director, Austin Transit Partnership
Dottie Watkins, President and CEO, Capital Metropolitan Transportation Authority
T.C. Broadnax, City Manager, City of Austin

DATE: June 25, 2025

SUBJECT: Recommendation for Appointment to Project Connect Community Advisory Committee

On June 12, 2025, the Project Connect Community Advisory Committee (CAC) voted unanimously to recommend Joseph El Habr to fill a mid-term vacancy on the CAC that resulted from the resignation of former member Gretchen Flatau.

The CAC followed Section 3.7 of the updated CAC Bylaws that allows the CAC to make a mid-term vacancy recommendation for final approval by the ATP Board, CapMetro Board, and Austin City Council. To reach this recommendation, the CAC Governance Working Group reviewed applications from the most recent CAC applicant pool and considered the current expertise on the CAC and potential gaps to identify the best candidate for this current vacancy. The candidate recommendation was then reviewed and voted on by the full CAC at the June 12 regular meeting.

If approved for appointment, Joseph El Habr’s term will expire on December 31, 2027.

[Intentionally left blank]

On May 8, 2025, during our regular meeting, the CAC recognized Gretchen Flatau for her service. Ms. Flatau was one of the original members of the CAC and went above and beyond helping to establish our

body, including her leadership as Vice Chair and participation on several working groups. Also, CAC members would like to thank ATP staff for working closely with the CAC throughout this process and to the leadership of the ATP Board, CapMetro Board, and Austin City Council for their continued support of the CAC and its efforts. If you have any questions, you can reach out to me at [bc-susan.somers@austintexas.gov](mailto:susan.somers@austintexas.gov),

Record of the vote:

June 12, 2025: Recommendation of Joseph El Habr approved on an 8-0-0 vote (two members absent; one vacancy).



Susan Somers

Vice Chair, Project Connect Community Advisory Committee

View results

Respondent

51 Anonymous

29:50
Time to complete

Introduction

Thank you for your interest in the Project Connect Community Advisory Committee (CAC). Please complete the following application to the best of your ability. The nominating committee will review the applications and make a recommendation to the City Council, CapMetro Board, and the Austin Transit Partnership (ATP) Board about who should be appointed to the CAC. The nominating committee may contact you to request an interview prior to making their recommendation.

Basic Information & Acknowledgements

Please complete this section to provide basic contact information and general acknowledgements

1. Public Information Acknowledgement:

In the event a public information request is submitted for the applications to either the City, CapMetro or the Austin Transit Partnership, the application will be provided to the requestor. The only information that may be able to be redacted is personal email addresses. *

- I acknowledge my information and my application could be provided to a public information requestor.

2. Conflict of Interest and Lobbying:

The Project Connect Advisory Committee members shall not have a contract for property, goods or services with the City, CapMetro, or the Joint LGC (Austin Transit Partnership), or be employed by such a contractor. Advisory Committee members also shall not be a person who is registered or required to register as a lobbyist under City Code Chapter 4-8 or who is employed by a person registered or required to register under City Code Chapter 4-8. If any of these conditions apply to you, you will not be considered for the Project Connect Community Advisory Group and should not complete this application.

Please confirm that you do not have a conflict, are not a lobbyist as described above, and that, if appointed to the committee, you will identify any future conflicts of interest to the committee staff. *

- I DO NOT have a conflict as described above and am not a lobbyist required to register under City Code.
- I DO have a conflict as described above or am a lobbyist required to register under City Code.
- I DON'T KNOW if I have a conflict

3. Full Name *

Joseph El Habr

4. Address

*Note: Address Format: Street, City, State, Zip **

[REDACTED], 78705

5. Are you a resident of Austin or the CapMetro Service Area?

*Note: The CapMetro Service Area includes Austin, Jonestown, Lago Vista, Leander, Manor, Point Venture, and San Leanna, as well as portions of unincorporated Williamson and Travis Counties. **

- Yes
- No

6. Email Address *

[REDACTED]

7. Phone Number *

[REDACTED]

8. Preferred Language for Communications *

- English
- Spanish
- Other

9. Please list the names of relevant community, neighborhood, civic or labor organization(s), that you have, or are currently serving on. *

None

Demographic Information

The Austin City Council and CapMetro Board have made equity and community representation a priority for the Project Connect Advisory Committee. The following demographic questions will help ensure this priority is met. On each question, you may select "I prefer not to answer" if you do not wish to provide an answer, however the most complete applications may be prioritized.

10. Which of the following best represents your race/ethnicity? Select all that apply *

- American Indian and/or Alaska Native
- Asian
- Black and/or African American
- Hispanic and/or Latinx
- White
- Another race/ethnicity
- I prefer not to answer

11. Do you identify as someone with a disability? *

- Yes
- No
- I prefer not to answer

12. What is your age range? *

- Under 25 years old
- 26-50 years old
- 51 years and above
- I prefer not to answer

13. Do you have children residing in your home or are you a caregiver? *

- Yes
- No
- I prefer not to answer

14. Are you currently a student? *

- Yes
- No
- I prefer not to answer

15. What is your annual household income? *

- 0-\$24,999
- \$25,000-\$49,999
- \$50,000-\$74,999
- \$75,000-\$99,999
- \$100,000-\$149,000
- \$150,000+
- I prefer not to answer

16. Do you currently (select all that apply): *

- Rent your home
- Own your home (including with a mortgage)
- Live with family or roommates to share costs
- Live with parents or a caretaker who pay for your housing
- Live in a shelter, halfway house, or other temporary housing
- Live in senior housing or assisted living facility
- Do not currently have housing

17. Please list the top three ways you normally get around Austin. Please list your most-used first.

*Note: Options: Walk, bicycle, drive alone, carpool/vanpool, micromobility (i.e., scooter, bikeshare), Public Transportation, or Ridehail (i.e., Uber, Lyft, etc.) **

Walk, Public Transportation, Drive Alone

Experience & Interests

The purpose of this committee is to advise on anti-displacement and equity matters related to Project Connect. The following open-ended questions will help the nominating committee understand your experience and interests.

18. Briefly describe why you're interested in serving on this advisory committee, and why you think you'd be an ideal member. Please include an experience you've had in your life that made you interested in serving in this role. *

I am eager to serve on this advisory committee, inspired by a pivotal experience at the ATP Open House event just this past April. During the unveiling of the new design for the Project Connect system, I observed the significant disparity in representation within the room. The event did not mirror the diversity of Austin's population. I remember thinking, "this does not look like the population that I typically see using CapMetro services." This experience highlighted a critical gap in ensuring that our transportation initiatives are equitable and justly serve all communities.

As one of the few visible minorities present, this moment was transformative for me, solidifying my commitment to address issues of mobility justice and equity within our transit system. I believe that diversity in representation is fundamental to the success of this advisory committee, and I'm motivated to actively contribute to making out transportation initiatives more inclusive.

I think that I can bring a unique perspective shaped by both my academic knowledge and lived experience, and I am dedicated to serving underrepresented communities.

As a potential member for this committee, I am not only passionate about advocating for mobility justice, but also possess the practical understanding of the issues faced by diverse communities. I am committed to working collaboratively to ensure that our transportation policies address the needs of all residents, fostering a more inclusive and equitable urban environment for everyone in Austin.

19. Briefly describe how your personal, professional, or lived experience has contributed to meeting the needs of people experiencing homelessness, mobility justice, the advancement of criminal justice reform, housing and land-use policy, workforce/labor policy, or increasing economic or other opportunities for underserved transit users. *

My commitment to addressing the needs of underserved populations is deeply rooted in my current academic pursuits at UT Austin, where I am a current graduate student studying Community and Regional Planning. My research focus revolves around transportation equity, with a particular emphasis on enhancing food access for low-income communities. Through my work, I aim to bridge the gap between marginalized populations and quality grocery stores, recognizing the critical role that transportation plays in ensuring access to essential resources.

Further, I am also an intern and have accepted a full-time position at a transportation infrastructure and planning firm here in Austin. As a result, I believe in the power of transit-oriented developments to create vibrant, sustainable communities. By strategically densifying around transit stops, we not only enhance housing options but also create more inclusive neighborhoods. This approach not only addresses the pressing issue of housing scarcity, but also aligns with my broader goal of fostering thriving, accessible environments.

Through my academic and professional endeavors, I am dedicated to contributing to the advancement of urban planning policies that prioritize the well-being of underserved populations, mobility justice, housing and land-use reform, and the advancement of local economic development.

Board of Directors

Item #: AI-2025-1495

Agenda Date: 7/28/2025

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an Interlocal Agreement with the Center for Urban Transportation Research (CUTR) for conducting a comprehensive evaluation of CapMetro’s bus operator training program with a base term of one year, with no option years, in a total amount not to exceed \$49,789.

FISCAL IMPACT:

Funding for this action is available in the FY2025 Operating Budget.

STRATEGIC PLAN:

Strategic Goal Alignment:

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

EXPLANATION OF STRATEGIC ALIGNMENT: Having access to research capacity at one of the leading urban transportation researchers in the country to evaluate, further develop, and enhance our bus operator training program. This effort will support CapMetro’s strategic goals of expanding and developing a highly skilled workforce to meet the changing needs of the agency and community by improving safety, service quality, and operator performance.

BUSINESS CASE: Investing in collaborative research with the Center of Urban Transit Research (CUTR) offers a cost-effective strategy to improve CapMetro’s transportation operations, particularly in bus operator training. Ineffective or outdated training programs can lead to higher accident rates, increased workers’ compensation claims, elevated vehicle repair costs, and operator turnover, all of which have direct financial impacts on the organization.

COMMITTEE RECOMMENDATION: The item was presented and recommended for approval by the Operations, Planning and Safety Committee on July 16, 2025

EXECUTIVE SUMMARY: The safety, reliability, and quality of CapMetro’s transportation service largely depends on the skills and preparedness of bus operators. To ensure operators are properly trained to meet the growing demands and safety expectations of today’s transit environment, we are proposing a partnership with a research organization that specializes in public transportation operations. This collaboration will focus on

evaluating, developing, and enhancing bus operator training programs to improve safety, reduce accidents, and better support our bus operators. By using data-driven research and expert analysis, we aim to strengthen our training practices to produce well-prepared operators who can safely and effectively serve the public.

Why this matters:

- Improved training can significantly reduce operator errors, vehicle damage, and safety incidents.
- Better training helps retain skilled operators, reducing turnover and associated hiring costs.
- Enhanced training supports reliable service, which benefits all riders and encourages increased use of public transit.

The specific project under the Interlocal Agreement will be defined by CUTR submitting one invoice to CapMetro for the contract upon completion and written acceptance of the report by CapMetro. This report will include key findings that identifies strengths and effectiveness of the current training program as well as gaps in areas that need improvement. Together with actionable recommendations including curriculum content (vehicle operations, safety procedures, ADA compliance, and de-escalation techniques), training delivery (classroom and on-the-road), refresher and ongoing training plans, and operator readiness upon completion of training.

CapMetro anticipates by utilizing CUTR, the agency will be able to ensure that research efforts are directly connected to real-world operational needs with measurable results in FY2027. Specifically, focusing on enhancing the bus operator training programs and supports mutual goals of improving safety, service quality, and operator performance.

Ultimately, this project will lead to safer roads, more confident bus operators, and better public transportation experience for everyone.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Safety

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2025-1495

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors (and/or CapMetro Management) recognize the need to make decisions based on real world research that the Authority can implement; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors (and/or CapMetro Management) recognize that this collaboration will provide valuable insights and practical recommendations to ensure that CapMetro is investing in the most effective, modern, and impactful operator training program possible.

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 (ILA) with the Center for Urban Transportation Research (CUTR) for conducting a comprehensive evaluation of CapMetro's bus operator training program with a base term of one year, with no option years, in a total amount not to exceed \$49,789.

Date: _____

**Secretary of the Board
Becki Ross**

**INTERLOCAL COOPERATION AGREEMENT
BY AND BETWEEN
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
AND
CENTER FOR URBAN TRANSPORTATION RESEARCH
FOR
OPERATOR TRAINING PROGRAM EVALUATION**

This Interlocal Cooperation Agreement (this “**Agreement**”) is entered into by and between Capital Metropolitan Transportation Authority, a transportation authority and political subdivision of the State of Texas organized under Chapter 451 of the Texas Transportation Code (“**CapMetro**”) and Center for Urban Transportation Research (“**CUTR**”), established at the University of South Florida organized under the laws of the State of Florida. CapMetro and CUTR are referred to in this Agreement collectively as the “**Parties**” and individually as a “**Party**”.

RECITALS

1. WHEREAS, CapMetro and CUTR seek to collaborate on research related to public transportation operations, with a specific focus on evaluating, developing, and enhancing bus operator training programs;
2. WHEREAS, the parties recognize that effective bus operator training is critical to ensuring passenger safety, service reliability, operator well-being, and overall system performance;
3. WHEREAS, the parties believe that such collaboration will serve the public interest by improving operational training and safety and by supporting an efficient, proactive and safe work environment as it relates to bus service;
4. The Parties' execution of this Agreement is authorized and governed by the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code.

Now therefore, in consideration of mutual covenants and agreements herein, the Parties agree to the terms and conditions below as evidenced by the signatures of their respective authorized representatives.

AGREEMENT

1. **Scope of Work.** The CUTR shall conduct a comprehensive evaluation of CapMetro bus operator training program at CapMetro’s facilities in Austin, Texas. In accordance with the scope of work attached hereto and incorporated for all purposes.
2. **Term and Termination.** The term of this Agreement (“**Term**”) will be commence on May 20, 2025, (“**Effective Date**”) and will remain in effect through the completion of the services. Either Party may terminate this Agreement, in whole or part, without cause, upon thirty (30) days’ prior written notice.

3. Financial Terms.

- a. **Contract Amount.** The total Agreement amount that CapMetro will pay for operator training program evaluation will not exceed a total of Forty-Nine Thousand, Seven Hundred Eighty-Nine Dollars and 00/100 (\$49,789.00) (the “Contract Amount”).
- b. **Invoices.** CUTR will submit one invoice to CapMetro for the Contract Amount upon completion and written acceptance of the report by CapMetro. Invoices shall be sent to the below address:

Capital Metropolitan Transportation Authority
Attn: Accounts Payable
2910 E. 5th Street
Austin, TX 78702

Or email to ap_invoices@capmetro.org

- c. **Payment.**

- i. CapMetro will remit payments to CUTR – University of South Florida. Payments will be made in accordance with, and otherwise subject to, Chapter 2251 of the Texas Government Code (Texas Prompt Payment Act). Payments made under this Agreement will fairly compensate Performing Party for the services performed.
- ii. This Agreement is dependent upon the availability of CapMetro funding. CapMetro’s payment obligations are payable only from current funds appropriated and available for the Agreement. CapMetro will provide CUTR written notice if it fails to appropriate funds to pay the amounts due under this Agreement. CapMetro will also notify CUTR as soon as practicable if there is a reduction of the appropriated funds necessary for CUTR to perform under this Agreement.

4. General Terms and Conditions

- a. **Amendment.** This Agreement may be amended only in writing by an instrument signed by an authorized representative of each of the Parties. CapMetro’s authorized representative will have the authority to negotiate and execute amendments to this Agreement without further action from the CEO or action from the CapMetro Board of Directors, but only to the extent necessary to implement and further the clear intent of the respective governing bodies, and not in such a way as would constitute a substantive modification of the terms and conditions hereof or otherwise violate Chapter 791 of the Texas Government Code. Any amendments that would constitute a substantive modification to the Agreement must be approved by the governing bodies of the Parties.
- b. **Maintenance of Records.** CapMetro and CUTR will maintain and retain supporting fiscal documents adequate to ensure that claims for Agreement funds are in accordance with applicable State of Texas requirements. These supporting fiscal documents will be maintained and retained for a period of four (4) years from the later of: (a) termination of this Agreement, (b) submission of the final invoices, or (c) until resolution of all billing questions.

c. **Publicity Releases.** All publicity releases or releases of reports, papers, articles, maps, or other documents in any way concerning this Agreement which CUTR desires to make for the purposes of publication in whole or in part, shall be subject to approval by Capital Metro prior to release.

d. **Confidential Information.**

- i. Confidential Information It is contemplated that the disclosing party ("Discloser") may be disclosing certain confidential and/or proprietary information to the receiving party ("Recipient) unknown to the general public (hereinafter referred to as "Confidential Information"). The parties agree that the terms of this Section shall apply to any confidential and/or proprietary information that may be disclosed under this Agreement, and that such Confidential Information shall be used solely for the benefit of Discloser ("Purpose"). Recipient acknowledges that the above-described Confidential Information is confidential and/or proprietary to Discloser and is claimed to be a valuable, special, and unique asset of Discloser.
- ii. Identification of Confidential Information. Confidential Information disclosed that Discloser, in good faith, regards as confidential and/or proprietary shall be clearly marked as "Confidential," "Proprietary," or bear any other appropriate notice indicating the sensitive nature of such Confidential Information. Any Confidential Information not easily marked, including Confidential Information which may be orally disclosed, shall, within thirty (30) days of its disclosure, be summarized in writing and designated confidential by Discloser. Confidential Information shall not be afforded the protection of this Agreement if such Confidential Information;
 - has been, is now, or later becomes publicly available through no fault of Recipient;
 - has been, is now, or later becomes rightfully learned by Recipient from a third party who is not under restriction or duty imposed by Discloser;
 - has been, is now, or later is furnished to third parties by Discloser, if such disclosure is, or has been, made to third parties without similar restriction, duty or limitation of use;
 - was known to Recipient prior to the date it received such Confidential Information from Discloser;
 - has been, is now, or later is independently developed by Recipient without use of or resort to such Confidential information, and can be so proven by written records; or
 - that must be disclosed pursuant to law or court order, including Texas Government Code Chapter 552, provided the Receiver shall, whenever practicable, promptly notify Discloser.
- iii. Protection of Confidential information. For a period of three (3) years from the date any such Confidential Information is disclosed, Recipient will:
 - Maintain the Confidential Information in confidence;
 - Not use any such Confidential Information received from Discloser except for the above-stated Purpose;
 - Disclose such Confidential Information received from Discloser only to its employees that have a need to know such Confidential Information in order to fulfill the Purpose; and

- Not disclose any portion of the Confidential information received from Discloser to any third party without the prior written consent of Discloser, even if such third party is under similar restriction on disclosure with Discloser.
- iv. Recipient agrees to use the same degree of care to protect the confidentiality of all Confidential information it receives as it uses to protect its own confidential and proprietary information which it does not wish to have published or disseminated. However, in no event shall Recipient use less than a reasonable degree of care to protect the Confidential Information received from Discloser. Recipient further agrees that without Discloser's written consent, Recipient will not electronically record any conversation or meeting with Discloser personnel or photograph any Discloser facility or premises.
 - v. Notice of Legal Action. If Recipient is under a legal obligation to disclose Confidential Information received under this Agreement, Recipient will use reasonable efforts to promptly provide notice to Discloser, and, to the extent permitted by applicable law and authorized by the Office of the Attorney General of the State of Texas will cooperate with Discloser to protect Confidential Information.
 - vi. Miscellaneous Requirements for Confidential Information. All Confidential information disclosed under this Agreement shall remain the property of Discloser. At Discloser's request, all Confidential Information received by Recipient in tangible form shall be promptly returned or destroyed. Nothing in this Section shall be construed as granting a license to any patent or copyright. The disclosure of Confidential Information shall likewise not be construed as any representation, warranty, assurance, or inducement by either Party with respect to infringement of any patent or other proprietary right.
- e. **Liability.** TO THE EXTENT PERMITTED BY LAW, THE PARTIES AGREE THAT EACH PARTY IS RESPONSIBLE FOR ITS OWN PROPORTIONATE SHARE OF ANY LIABILITY FOR THE INTENTIONAL, WRONGFUL, NEGLIGENCE ACTS OR OMISSIONS OF ITS EMPLOYEES, AGENTS, CONTRACTORS, OR SUBCONTRACTORS ARISING OUT OF, CONNECTED WITH, OR AS A CONSEQUENCE OF ITS PERFORMANCE UNDER THIS AGREEMENT AND AS DETERMINED BY A COURT OF COMPETENT JURISDICTION.
 - f. **Force Majeure.** Except as otherwise provided, neither Party is liable for any delay in, or failure of performance, or a requirement contained in this Agreement caused by force majeure. The existence of such causes of delay or failure shall extend the period of performance until after the causes of delay or failure have been removed, provided the non-performing Party exercises all reasonable due diligence to perform. Force majeure is defined as acts of God, or the common enemy, or the result of war, riot, civil corruption, sovereign conduct, strikes, fires, explosions or other causes that are beyond the control of either Party and that by exercise or due foresight, such Party could not reasonably have been expected to avoid, and which, by the exercise of all reasonable due diligence, such Party is unable to overcome. Each Party must inform the other in writing with proof of receipt within three (3) business days of the existence of such force majeure.
 - g. **Texas Public Information Act.** It will be the responsibility of each Party to comply with the provisions of Chapter 552, Texas Government Code ("Texas Public Information Act")

and the Attorney General Opinions issued under that statute. Neither Party is authorized to receive requests or take any action under the Texas Public Information Act on behalf of the other Party. Responses for requests for confidential information shall be handled in accordance with the provisions of the Texas Public Information Act. The provisions of this Section shall survive the termination of this Agreement.

- h. **Independent Contractor.** This Agreement will not be construed as creating an employer-employee relationship, a partnership, or a joint venture between the Parties.
- i. **Successors and Assigns.** This Agreement may be not assigned, in whole or in part, by either Party without prior written consent of the other Party. Any attempt to assign this Agreement, without the consent of the non-assigning Party, will be void. This Agreement will be binding upon and inure to the benefit of the Parties and their successors (if any).
- j. **Applicable Law.** This Agreement will be governed by and construed in accordance with the laws and constitution of the State of Texas.
- k. **Venue.** Venue for any action arising under this Agreement will be in Travis County, Texas.
- l. **Severance.** Should any one or more provisions of this Agreement be deemed invalid, illegal, or unenforceable for any reason, such invalidity, illegality or unenforceability shall not affect any other provision held to be void, voidable, or for any reason whatsoever or no force and effect, such provision will be construed as severable from the remainder of this Agreement and will not affect the validity of all provisions of this Agreement, which will remain of full force and effect.
- m. **Headings.** The paragraph headings contained in this Agreement are for reference purposes only and do not in any way affect the meaning or interpretation of this Agreement.
- n. **Notices.** All notices or reports permitted or required under this Agreement will be in writing and will be delivered by personal delivery, electronic mail, facsimile transmission or by certified or registered mail, return receipt requested, and will be deemed given upon personal delivery, five (5) days after deposit in the mail, or upon acknowledgment of receipt of electronic transmission. Either Party may change its address for notice by written notice to the other Party.

CUTR : Center of Urban Transportation Research

CapMetro: Capital Metropolitan Transportation Authority
Attn: Chief Counsel
2910 E. 5th Street
Austin, Texas 78702

- o. **Sovereign Immunity.** The Parties to this Agreement are governmental entities within the State of Texas and nothing in this Agreement waives or relinquishes the right of the Parties to claim any exemptions, privileges and immunities as may be provided by law.
- p. **Execution in Counterparts/Electronic Transmission.** This Agreement may be executed in any number of counterparts with the same effect as if all Parties had signed the same document. All counterparts will be construed together and constitute one agreement. A facsimile or other electronic transmission of a Party's signature page binds that Party with the same force and effect as if signed and delivered in original.
- q. **Entire Agreement.** This Agreement represents the complete and entire Agreement between the Parties respecting the matters addressed herein, and supersedes all prior negotiations, agreements, representations, and understanding, if any, between the Parties to the subject matter contained in this Agreement. In the event of any conflict or inconsistency between this Agreement and any other document, the terms of this Agreement shall prevail.

[Signatures Page Follows]

In Witness Whereof, the Parties have caused this Agreement to be executed by their undersigned, duly authorized representatives to be effective as of the Effective Date.

Capital Metropolitan Transportation Authority

By: _____
Name:
Title: _____
Date: _____

Center for Urban Transportation Research

By: _____
Name:
Title: _____
Date: _____

Scope of Services

CapMetro Operator Training Program Evaluation

Austin, Texas



Prepared for:
Capital Metropolitan Transportation Authority (CapMetro)

Prepared by:



Stephanie Lewis, Workforce Development Project Manager
Center for Urban Transportation Research
University of South Florida
Tampa, FL

March 4, 2025

Scope of Work

The Center for Urban Transportation Research (CUTR) at the University of South Florida will examine and evaluate Capital Metropolitan Transportation Authority's (CapMetro) training program at its location in Austin, Texas. Tasks will include reviewing written policies, standard operating procedures, training curriculum (initial and refresher), and other training or safety material. Part of this process will be to interview staff members associated with training and safety. Additionally, bus operators and dispatch staff will be included in the request for interviews. CUTR will send two staff persons to conduct an onsite training program evaluation during normal business hours for a total of total 32 hours onsite. CUTR will coordinate with CapMetro staff to develop the daily agendas for this effort. The onsite evaluation will include random ride along, pre- and post- trip inspection observations, interview with training personnel (classroom and line instructors), and bus operators (based on years of service).

Following the site visit CUTR project staff will complete a final written report, with program improvement recommendations, and provide this report to CapMetro officials.

~~This effort will be administered through a USF CUTR purchase order from CapMetro to the University of South Florida.~~ The approach, schedule, budget, project team, and effort to support this scope are provided below.

Objective

The overall objective of the scope of work is to assist CapMetro with identifying areas within their operational training and provide recommendations and examples of how CapMetro can improve within these areas to support an efficient, proactive, and safe work environment relating to bus service and improve operational safety.

Content

Task 1 – Kick-off Meeting

The team will conduct a kick-off meeting with pertinent personnel outlining what the process will be, addressing any areas of concern as identified by the CapMetro staff. Discussion will focus on the process and overall goal of the scope. CUTR will use this engagement to establish initial observations related to training and the safety culture of the agency.

Task 2 – Evaluation of Existing Bus Operator Training Curriculum (Initial and Refresher)

CapMetro will provide the team with a copy of the bus operator training curriculum (participant and instructor manuals), training agenda (initial and refresher), bus operator handbook, and work rules to analyze the topics and content included. The agency will provide CUTR with six months of their Monthly Safety Reports to review areas needing refresher training and potential topics to be expanded within their new bus operator training program.

The team will review the training curriculum in the following areas:

- a) Introduction to the operations of a fixed route bus (operations and maneuvering)
- b) Defensive driving

- c) Accidents, incidents, and handling emergencies
- d) Fatigue awareness and fitness for duty
- e) Boarding and alighting passengers
- f) Security threat and awareness
- g) Distracted driving
- h) Bus operation and equipment familiarization
- i) Driving conditions (i.e., nighttime, inclement weather driving)
- j) Bicycle and pedestrian awareness
- k) Passenger assistance and securement
- l) Drug awareness training (60-minute requirement 655.14(b1))
- m) Speed and braking
- n) American with Disabilities Act (ADA)
- o) Pre- and post- trip inspections
- p) Customer service and de-escalation techniques
- q) Behind the wheel training
- r) Non-punitive employee reporting
- s) Agency specific policies and procedures

CapMetro will provide the following additional documents for review

- Public Transportation Agency Safety Plan (PTASP)
- Six-months of monthly safety reports to review safety assurance and safety promotion
- Pre- and post- trip inspection form
- Driver skills evaluation form

Task 3 – Onsite Review

CUTR will conduct a 4-day onsite visit to Austin, Texas. A sample agenda with activities is provided below:

- Day 1: Interviews, Pre- and Post- Trip Inspection Observation, Onsite Document Review
- Day 2: AM Ride along, Training Program Evaluation, Training Staff Interviews
- Day 3: Training Program Observation, PM Ride Along
- Day 4: Interviews, Pre- and Post- Trip Inspection Observation, Wrap-Up

CUTR onsite staff will need access to the appropriate CapMetro safety/operational staff during the hours of the onsite visit to facilitate the dissemination and coordination of information relating to the above activities. CUTR staff will randomly select routes for ride alongs.

Task 4 – Final Report

Following the review of the curriculum CUTR project staff will complete a final written report and provide this report to CapMetro officials. The report will identify best practices and process improvement recommendations based on the program evaluation.

Task 5 – Final Project Presentation

The CUTR project staff will travel to Austin to deliver a final project presentation to discuss key findings, process improvements recommendations, and best practices following the report delivery.

Delivery Schedule

CUTR will coordinate with the CapMetro officials to establish a start date for this effort and to develop the on-site schedule for each day. CUTR training cannot commence until a fully executed contract agreement and subsequent task work order is in place, signed by all parties.

CUTR Major Activities and Deliverables

1. Kick-off Meeting
2. Conduct a site visit at CapMetro to observe the current training activities while underway
3. Speak to key staff members to obtain the culture and delivery style of trainers
4. Final Report: Training Curriculum Analysis

Project Budget and Invoicing

REQUEST FOR RESEARCH PROPOSAL - BUDGET SHEET		
Project Title: CapMetro Operator Training Program Evaluation		
Duration of Project: May 1, 2025 - April 30, 2026		
Staff Member	Role on Project	
Labor Expenses		Total
Stephanie Lewis	Project Manager	
		\$2,726
Gennaro Saliceto	Curriculum Review, Site Visit & Final Report	
		\$11,308
Roberta Yegidis	Curriculum Review, Site Visit & Final Report	
		\$12,864
Lisa Staes	Safety Report Analysis & Final Report	
		\$2,167
Jodi Godfrey	Safety Report Analysis & Final Report	
		\$4,067
Subtotals Labor	Hours	467
	Salary & Benefits	\$33,132
Other Expenses		
Travel		\$6,692
Task Subtotals		\$6,692
Totals		
Subtotal of All Expenses		\$39,824
Indirect Costs 25%		\$9,956
Total Project Cost		\$49,780
<p>Please note that the loaded hourly rates were calculated for proposal costing purposes only. The University of South Florida assigns payroll on a percent distribution basis to appropriate funding sources. The percent distribution is reflected in the University's official payroll and general ledger records, which are used to support all project invoices. Totals rounded to the nearest dollar for accounting purposes.</p>		

Note: This is a firm fixed price contract and invoicing will commence upon completion and acceptance of the written report.

Project Schedule

The tasks described in this scope of services will be completed on or before **July 2025**.

Lead Personnel

Stephanie Lewis, M.Ed., is an Instructional Designer/Media Specialist with a wide range of skills in online and instructor led course development, webinar coordination, video production, and multimedia design. She has a strong technical background and provides technical support for online and instructor led training. Ms. Lewis employs the ADDIE design model and Bloom's Taxonomy in designing and developing online and instructor led courses. She specializes in curriculum development, webinar coordination, and conference/workshop planning. Most recently, Ms. Lewis coordinated and executed the development of The Art of Defusing Conflict: De-Escalation Techniques for Transit Operators training. Through her experience in her current position, she has a broad working knowledge of all aspects of transit including safety, training, maintenance, and operations. Ms. Lewis will be the project manager for this activity, responsible project contracting, oversight and invoicing.

Lisa Staes is the Associate Director of the Center for Urban Transportation Research (CUTR) She was appointed by U.S. Department of Transportation Secretary, Pete Buttigieg to the Transit Advisory Committee for Safety (TRACS) and serves at its vice chair, is the chair of TRB's Standing Committee on Transit Safety and Security (AP080), Advisory Board Member of Elsevier's Transportation Research Interdisciplinary Perspectives Journal, and former chair of APTA's Bus Safety Committee. She is currently conducting two transit assault research projects – FTA's Transit Worker and Rider Safety research project and a second for the Mineta Transportation Institute focused on mental health and associated contributors to assault events. She was also CUTR's project manager for FTA's Transit Standards Development Research and is now a consultant for APTA managing FTA's current Transit Standards Development Program. She also serves as the project manager for FTA's Safety Research Demonstration Evaluation programs, where she is actively involved in transit research and stakeholder involvement activities. She was the lead consultant on TCRP Synthesis SA-38 – *Successful Practices and Training Initiatives to Reduce Transit Bus Accidents and Incidents at Transit Agencies*, TCRP Synthesis SA-45 – *Onboard Technologies to Prevent Transit Bus Incidents*, and TCRP F-27 – *Characteristics and Elements of Non-Punitive Employee Safety Reporting for Public Transportation*. Sample research topics include transit assaults, collision/crash energy management for transit buses, mitigations for rail trespassing and suicides, fitness for duty/fatigue risk management, simulator training and its impact on transit safety, training and certificate programs and elements of success, rural and senior mobility initiatives, and other topics. Additional research and program management information can be found [here](#).

Roberta Yegidis is an affiliate member of CUTR's faculty and is an instructor for this course. She has an extensive background in public transportation operations and safety, including most recently her position as Chief Operating Officer (COO) of the Greater Bridgeport Transit Authority (GBTA). In her role as COO of GBTA, Roberta implemented an Accident Investigation Program and created a System Safety and Security Program Management Plan, covering two (2) campuses. She also reduced FMLA absences, workers' compensation and disability claims. She is a Transportation Safety Institute Associated Staff Instructor and provides several training courses for CUTR including "Transit Dispatch

and Supervisor Training” and “Policies, Procedures, and Work Rules.” Roberta is also a Certified Transit Manager and Certified Safety and Security Officer through the Community Transportation Association of America (CTAA).

Gennaro “Rino” Saliceto is currently a Transportation Safety and Security Specialist at the Center for Urban Transportation Research. Prior to joining CUTR, Rino was the Safety, Security, and Training Coordinator for Space Coast Area Transit. He has over twenty years of experience in safety, security, and training. He started his career as a Lieutenant in the Italian Army, where he was responsible for safety, security and training for the transportation department in his battalion. Once honorably discharged from the Army, he moved to Spain where he continued to work in the transportation field as a consultant in safety, security, and training for Public Transport in Valencia. There he was appointed as the Director of the Transportation Center that provided consultant services. In 2009, Rino moved to the United States where he continued his career as the Transportation Supervisor for Key West Transit in Key West, Florida.

Jodi Godfrey is a Senior Research Associate at the Center for Urban Transportation Research (CUTR) at the University of South Florida (USF), where she works on the Transit Safety and Workforce Development Program. Ms. Godfrey received her bachelor’s and master’s degrees in civil engineering from USF. Jodi is the secretary of the Transportation Research Board’s (TRB) Standing Committee on Transit Safety and Security (AP080), a member of the TRB’s Committee of Light Rail Transit Systems (AP075), and the secretary of the APTA Bus Safety Committee. Ms. Godfrey has published work related to employee safety reporting, crashworthiness and crash energy management of transit buses, onboard technologies to reduce accidents and incidents, National Household Travel Survey trend data analysis, the role of public transit in natural disaster response, attracting and retaining women in the transportation industry, training initiatives to reduce accidents and incidents, and more.

Contact Information

CUTR Principal Investigator

Stephanie Lewis, Workforce Development Project Manager
Center for Urban Transportation Research (CUTR)
University of South Florida
4202 E. Fowler Avenue. CUT 100
Tampa, Florida 33620-5375
O: (813) 974-1123
zavacki@usf.edu

CapMetro Contact

Sharon Connor
Program Coordinator
CapMetro, Safety Department
2910 E. 5th Street, Austin, TX 78702
Phone: (512) 618-8218

Board of Directors

Item #: AI-2025-1542

Agenda Date: 7/28/2025

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Converjint Technologies, LLC for Genetec software license and support for a term of five (5) years in an amount not to exceed \$1,452,103.

FISCAL IMPACT:

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

STRATEGIC PLAN:

Strategic Goal Alignment:

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

EXPLANATION OF STRATEGIC ALIGNMENT: The Genetec multi-year software license delivers a robust, integrated solution for Security Center®, supporting cameras, access control, Clearance digital evidence management, camera federation, Public Announcement systems, and other public safety tools. This license enhances CapMetro’s safety culture by enabling seamless coordination of transit-specific security operations, including real-time surveillance, access control for restricted areas, and centralized management of video feeds across dispersed transit hubs. It facilitates Clearance for efficient handling of incident investigations and compliance, while PA system integration ensures rapid emergency communication across stations and vehicles. The software license also supports public safety collaboration through camera federation, sharing critical video data with first responders, and tools like automated alerts and notifications to address transit-related risks. Designed to the scale of CapMetro’s needs, the solution aligns with CapMetro’s commitment to passenger and employee safety, offering continuous updates and technical support to adapt to evolving transit security needs and regulatory standards.

BUSINESS CASE: The Genetec multi-year cloud-based license offers a strategic, cost-effective investment to modernize and unify CapMetro’s security technology infrastructure, directly aligning with organizational goals of enhancing passenger safety, operational efficiency, and regulatory compliance. By consolidating video monitoring, access control, evidence management, PA systems, and public safety tools into a single scalable platform, the solution reduces redundant licensing costs, minimizes downtime, and streamlines maintenance. The integration of Camera Federation and real-time collaboration tools enhances situational awareness across transit networks, enabling faster incident response and data-driven decision-making to mitigate risks. Furthermore, the digital evidence management module reduces administrative burdens and accelerates

investigations, safeguarding CapMetro against liability while fostering public trust. The multi-year software license structure ensures predictable budgeting, continuous access to critical software updates, and future-ready adaptability to emerging security challenges. This proactive approach not only protects assets and passengers but also reinforces CapMetro's reputation as a safety-focused transit authority, supporting long-term operational resilience and community confidence.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on July 16, 2025.

EXECUTIVE SUMMARY: CapMetro serves thousands of employees and customers daily who use our facilities. The safety and security of both our customers and employees is a priority. It is our responsibility to mitigate all security vulnerabilities as much as practical by ensuring that the transit system and all facilities are safe and secure. The scope of this project is to continue and enhance the software used to monitor all facility video systems, access control systems, Public Address systems, and video evidence.

DBE/SBE PARTICIPATION: A 0% SBE goal was assigned to this procurement, which did not include subcontract opportunities and was purchased through a cooperative agreement.

PROCUREMENT: CapMetro will utilize Sourcewell cooperative, Contract No. 121024-CTL, held by Convergent Technologies LLC., for Facility Technology Integration & Security System Services, to provide licensing and support for Genetec Hosted Video Management Software.

Sourcewell 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 Sourcewell contracts satisfy otherwise applicable competitive bidding requirements.

Pricing for Genetec Hosted Video Management Software was determined to be fair and reasonable by the Sourcewell organization during its solicitation and award process. The following is Convergent Technologies pricing for a term of five (5) years from notice to proceed:

DESCRIPTION	Lump Sum Price
Year 1 - Genetec Hosted Video Management Software	\$273,510.11
Year 2 - Genetec Hosted Video Management Software	\$281,715.41
Year 3 - Genetec Hosted Video Management Software	\$290,166.97
Year 4 - Genetec Hosted Video Management Software	\$298,871.88
Year 5 - Genetec Hosted Video Management Software	\$307,838.04
Grand Total - Year 1 Through 5:	\$1,452,102.41

The contract is a fixed price contract.

RESPONSIBLE DEPARTMENT: Public Safety & Emergency Management

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2025-1542

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to ensure 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 for an integrated video management system with a comprehensive set of public safety tools to ensure the safety and security of employees and customers; 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 a contract with Convergent Technologies, LLC for Genetec software license and support for a term of five (5) years in an amount not to exceed \$1,452,103.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2025-1545

Agenda Date: 7/28/2025

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract modification with RSM US LLP for external auditing services to add \$450,000 and extend the term by six (6) months from October 1, 2025 to March 31, 2026 for a new contract total of \$1,719,774.

FISCAL IMPACT:

Funding for this action is available in the FY2025 Operating Budget.

STRATEGIC PLAN:

Strategic Goal Alignment:

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

EXPLANATION OF STRATEGIC ALIGNMENT: Completion of the Annual Comprehensive Financial Report (ACFR) Audit and Federal Single Audit helps ensure that CapMetro is operating as a fiscally responsible and transparent steward of public funds.

BUSINESS CASE: Extension of the contract end date from September 30, 2025, to March 31, 2026, will provide continuity of services and help ensure timely completion of fiscal year 2025 (FY25) audits. A new solicitation for external audit services covering FY26-FY30 has begun.

COMMITTEE RECOMMENDATION: The item was presented and recommended for approval by the Finance, Audit and Administration Committee on July 16th, 2025.

EXECUTIVE SUMMARY: In September 2020, RSM was awarded Contract #200616 for External Auditing Services via a competitive procurement process with Board resolution AI-2020-1226. This contract is for professional auditing services including financial statement audits of CapMetro and its retirement plans, Federal Single Audit, and other services. The financial audit reports include a report on internal controls, which informs the Board of Directors and management about areas of the organization that could benefit from improvements in policy and processes. The Single Audit culminates in a report on compliance and internal control over federal financial assistance programs in accordance with guidance published by the U.S. Office of Management and Budget. Other services include the application of agreed-upon procedures related to compliance with the National Transit Database (NTD) reporting requirements and the Public Funds Investment Act.

The cost impact of this pending contract modification requires Finance, Audit and Administration Committee approval for additional funds. The six-month contract extension will add up to \$450,000 to the total contract cost. The previous Board approval for this contract was \$1,269,774. If the contract modification is executed, the new contract Not-To-Exceed (NTE) total will be \$1,719,744.

DBE/SBE PARTICIPATION: This is a modification to the current contract. The SBE goal assigned was 0% and the contractor committed to 0%, which will continue to be monitored during the term of the contract.

PROCUREMENT: On August 12, 2020, the CapMetro Board of Directors approved a resolution for the award of a contract to RSM US LLP for External Auditing services in the amount of \$1,269,774. Additional audits have been added to the contract since it was awarded. Therefore, Board of Directors approval is requested to execute a contract modification to add \$450,000 to the contract and extend the term by six (6) months from October 1, 2025 to March 31, 2026. The new contract total will be \$1,719,774.

RESPONSIBLE DEPARTMENT: Finance

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2025-1545

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro Management recognize the need to extend contract #200616 with RSM US LLP for external auditing services for an additional six-month period.

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 to add \$450,000 to the RSM US LLP contract and extend the term by six (6) months from October 1, 2025 to March 31, 2026 for a new contract total of \$1,719,774.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2025-1525

Agenda Date: 7/28/2025

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with DLT Solutions, LLC to provide Oracle Fusion Cloud Licensing renewal in support of our Oracle Enterprise Resource Planning (ERP) system, with a base term of one (1) year and three (3) option years, in a total amount not to exceed \$2,886,858.

FISCAL IMPACT:

Funding for this action is available in the FY2025 Operating Budget.

STRATEGIC PLAN:

Strategic Goal Alignment:

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

EXPLANATION OF STRATEGIC ALIGNMENT: As part of our strategic commitment to fiscal responsibility and operational transparency, renewing our Oracle Fusion licensing is essential to maintaining the stability, security, and efficiency of our core financial and human capital operations. These platforms are foundational to managing payroll, compliance, procurement, financial reporting, and workforce planning across the organization.

BUSINESS CASE: Renewing our Oracle Fusion Financials and HCM licensing ensures continued support for mission-critical financial and HR operations as well as updates, security patches, and Oracle’s technical support, minimizing risk and avoiding the significant cost and disruption associated with platform migration or unplanned downtime. Licensing renewal represents a planned and budgeted operational expense. Non-renewal would necessitate a costly and time-intensive transition, with potential impacts on business performance and compliance.

COMMITTEE RECOMMENDATION: The item will be presented to the full Board on July 28, 2025.

EXECUTIVE SUMMARY: CapMetro has successfully deployed a comprehensive suite of modules within Oracle Fusion, covering Financial Management, Human Capital Management, and Payroll. Renewing Oracle Fusion Financials and HCM licensing is critical to maintaining uninterrupted access to the systems that support our core financial and HR functions. These platforms are essential for managing payroll, budgeting, invoice payments, procurement, benefits, and workforce planning. Continued licensing ensures business continuity,

safeguards against security risks, and protects the value of our investment in a platform deeply embedded in our operations. Failure to renew could result in significant operational disruptions, increased costs, and loss of vendor support.

DBE/SBE PARTICIPATION: A 0% DBE/SBE goal was assigned to this procurement, which did not include subcontract opportunities and was purchased through a cooperative purchasing agreement.

PROCUREMENT: CapMetro will utilize the OMNIA Partners cooperative, Contract No. R240201, held by DLT Solutions, LLC for Oracle Products and Services, to provide CapMetro with Oracle Fusion Cloud Licensing renewal in support of our Oracle Enterprise Resource Planning (ERP) system.

OMNIA Partners 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 OMNIA Partners contracts satisfy otherwise applicable competitive bidding requirements.

Pricing for Oracle Fusion Cloud Licensing was determined to be fair & reasonable by the OMNIA Partners organization during its solicitation and award process. The following is DLT Solutions pricing for one (1) base year from notice to proceed, and three (3) optional years:

DESCRIPTION	PRICE
Base Year - Oracle Fusion Cloud Licensing	\$669,688.
Option Year 1 - Oracle Fusion Cloud Licensing	\$703,410.
Option Year 2 - Oracle Fusion Cloud Licensing	\$738,424.
Option Year 3 - Oracle Fusion Cloud Licensing	\$775,336.
Grand Total - Base and Option Years:	\$2,886,858.

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-2025-1525

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors (and/or CapMetro Management) recognize the importance of optimizing IT investments, enhancing financial oversight, and ensuring the long-term value and reliability of the Oracle Fusion environment; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors (and/or CapMetro Management) recognize the need to renew Oracle Fusion Financials and HCM licensing to ensure continued access to mission-critical systems that support the organization’s financial, payroll, and human capital operations.

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 DLT Solutions, LLC to provide Oracle Fusion Cloud Licensing renewal in support of our Oracle Enterprise Resource Planning (ERP) system, with a base term of one (1) year and three (3) option years, in a total amount not to exceed \$2,886,858.

Date: _____

**Secretary of the Board
Becki Ross**



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2025-1553

Agenda Date: 7/16/2025

Update on CapMetro Ridership.



Ridership Overview

Sharmila Mukherjee

EVP, Chief Strategic Planning and Development Officer

July 28, 2025

Agenda

- Ridership Data Collection
- Ridership Trends & Ridership by Mode
- Ridership & Key Performing Routes
- Approach to Major Construction Projects



CapMetro Ridership



Ridership metrics help our agency assess route performance, evaluate route design and determine the service type, stop amenities and how to allocate resources



Tools for Continuous Route Performance Assessment:

- Service Standards and Guidelines
- Weekly Evaluation
- Service Change
- Transit Plan 2035 – *Currently evaluating route performance and the network as a whole*

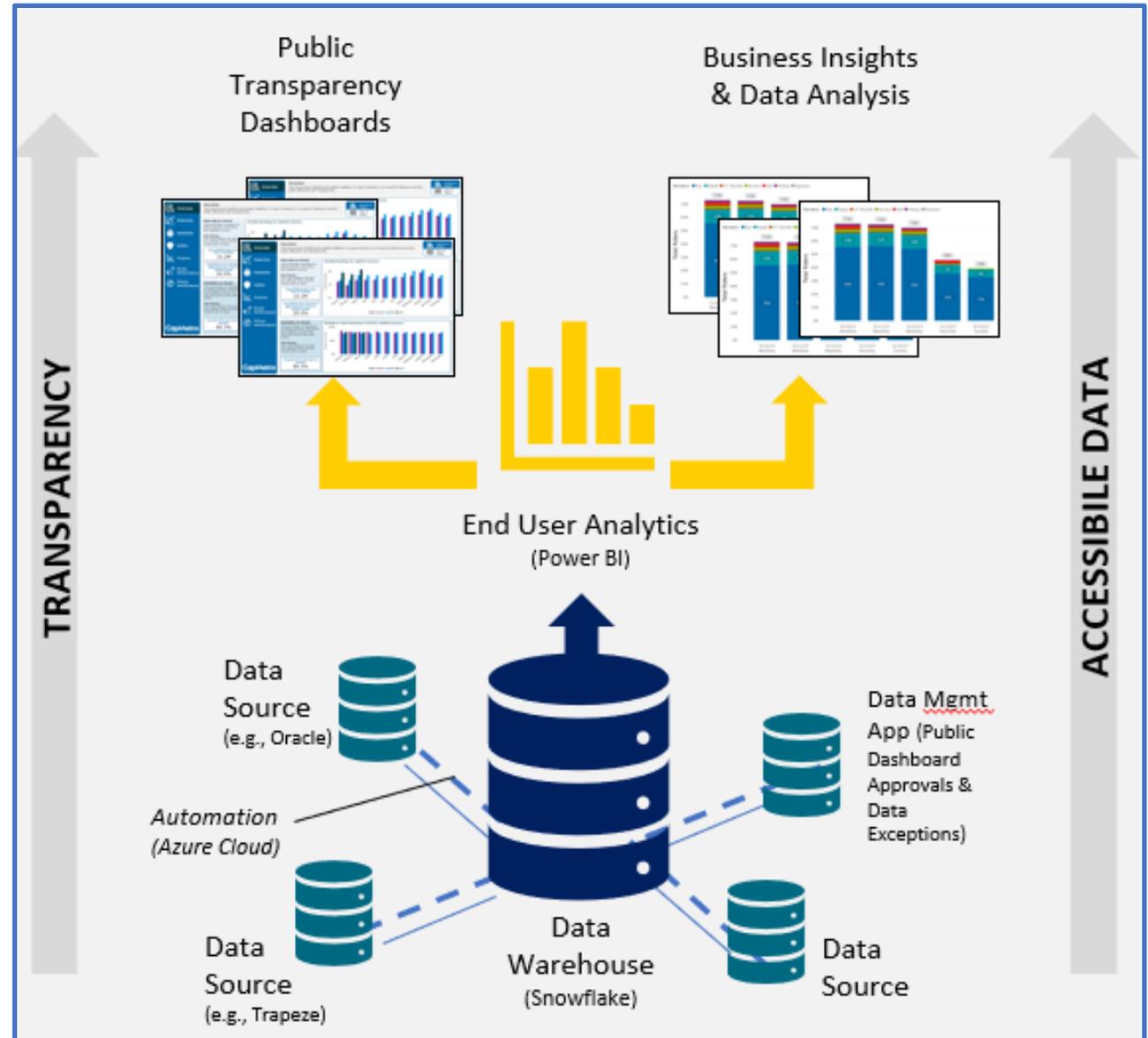


Ridership Data Collection

Ridership Data Collection

Enterprise Data Analytics Platform (EDAP)

- Automatic Passenger Counter (APC) on vehicle
 - Data off-load and processing
 - Diagnostics
 - Ridership data
- Automatic Vehicle Location (AVL)
 - Swiftly data set
 - On-time Performance
 - Targeted analysis





Ridership Trends & Ridership by Mode

Annual Bus Ridership Trends

Bus ridership recovery has outpaced peer agencies (9%) and the national average (2%) since 2021.

- Ridership recovery may be contributed to resiliency and consistency of service, a result of the successful implementation of Cap Remap.



-20%

Since 2019

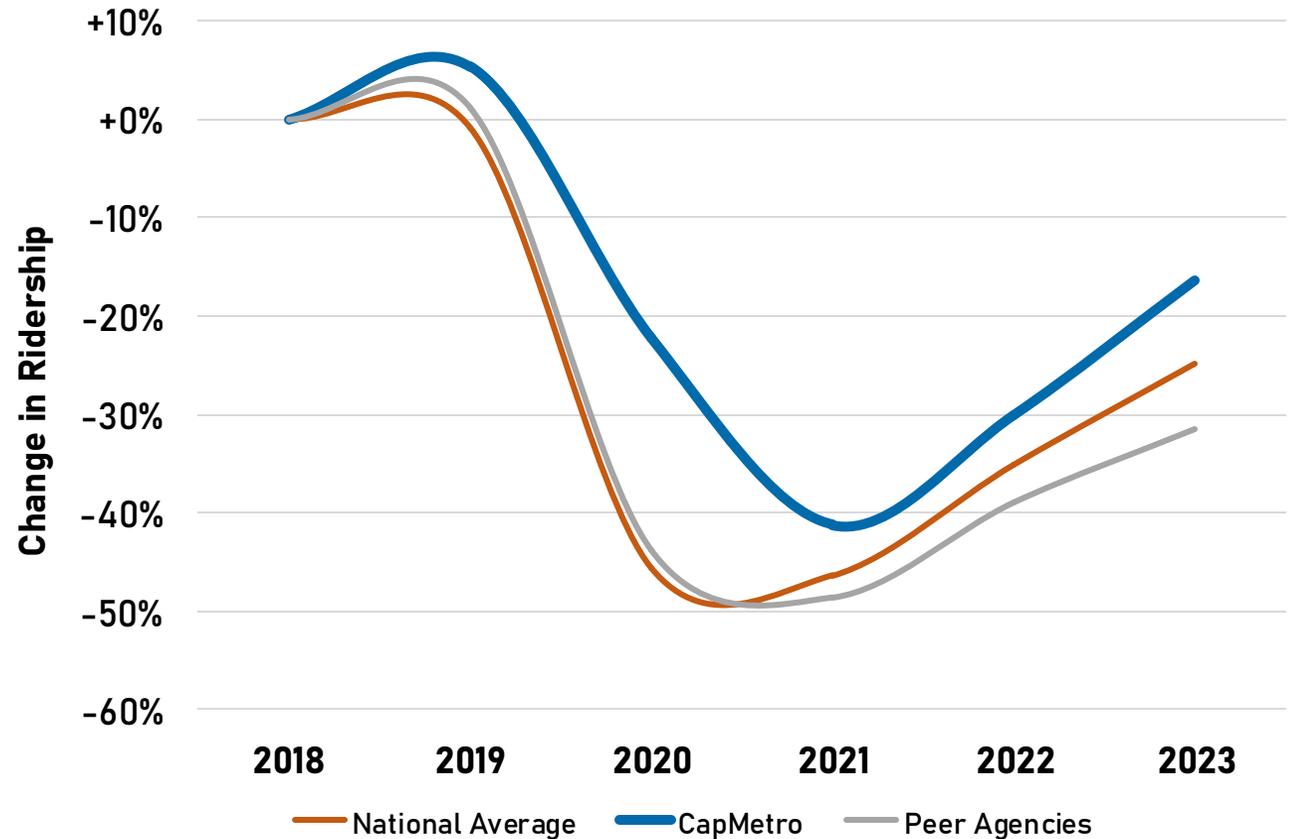


42%+

Since 2021

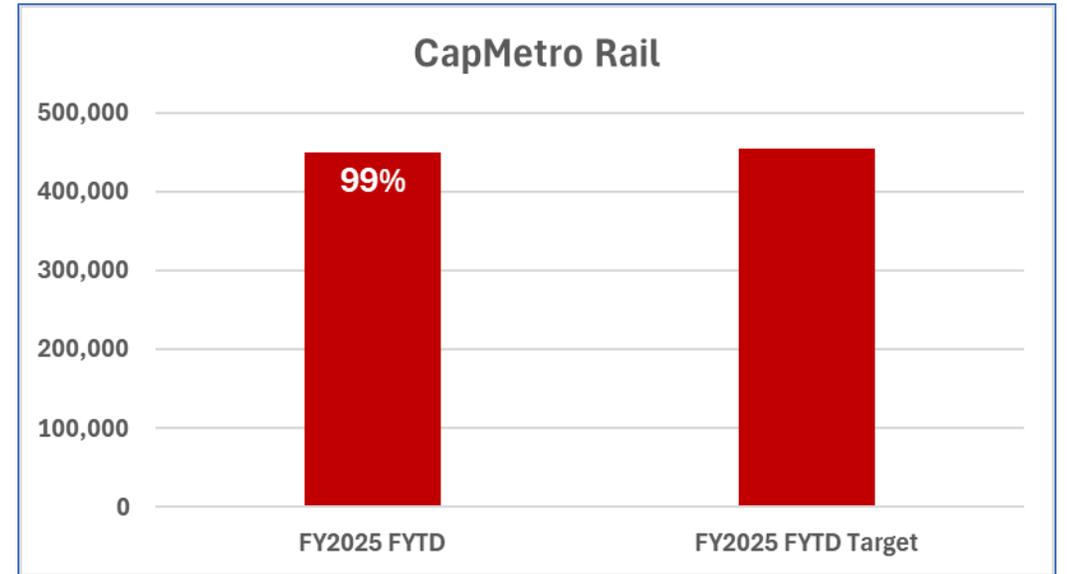
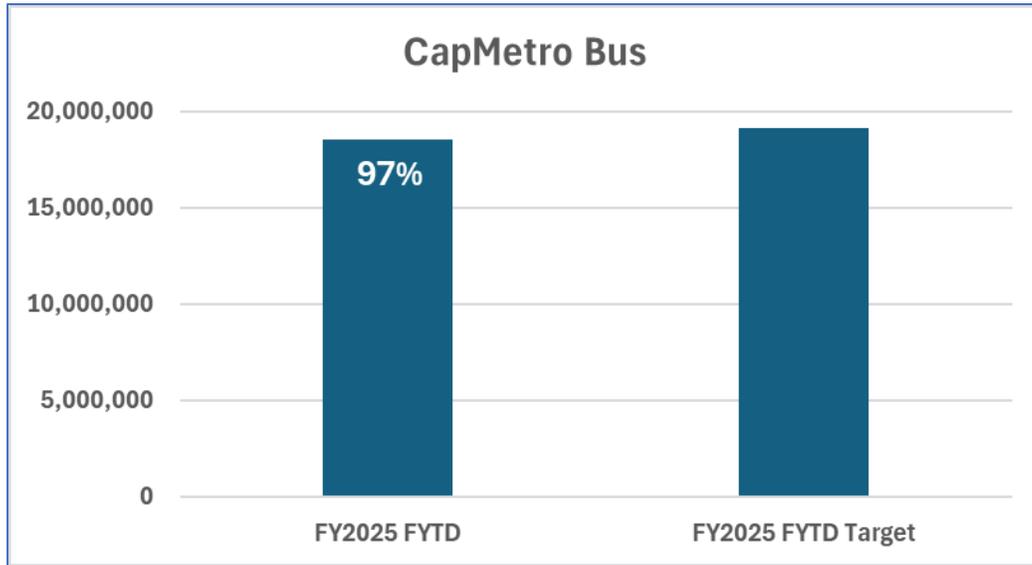
Bus Ridership Change

Fixed-Route Bus Ridership (% change since 2018)



Source: NTD, 2018-2023

FYTD 2025 Ridership Target



	FY2025 FYTD	FY2025 FYTD Target	% to Target
CapMetro Bus	18,530,429	19,077,532	97%
CapMetro Rail	449,264	455,117	99%

Through June 2025

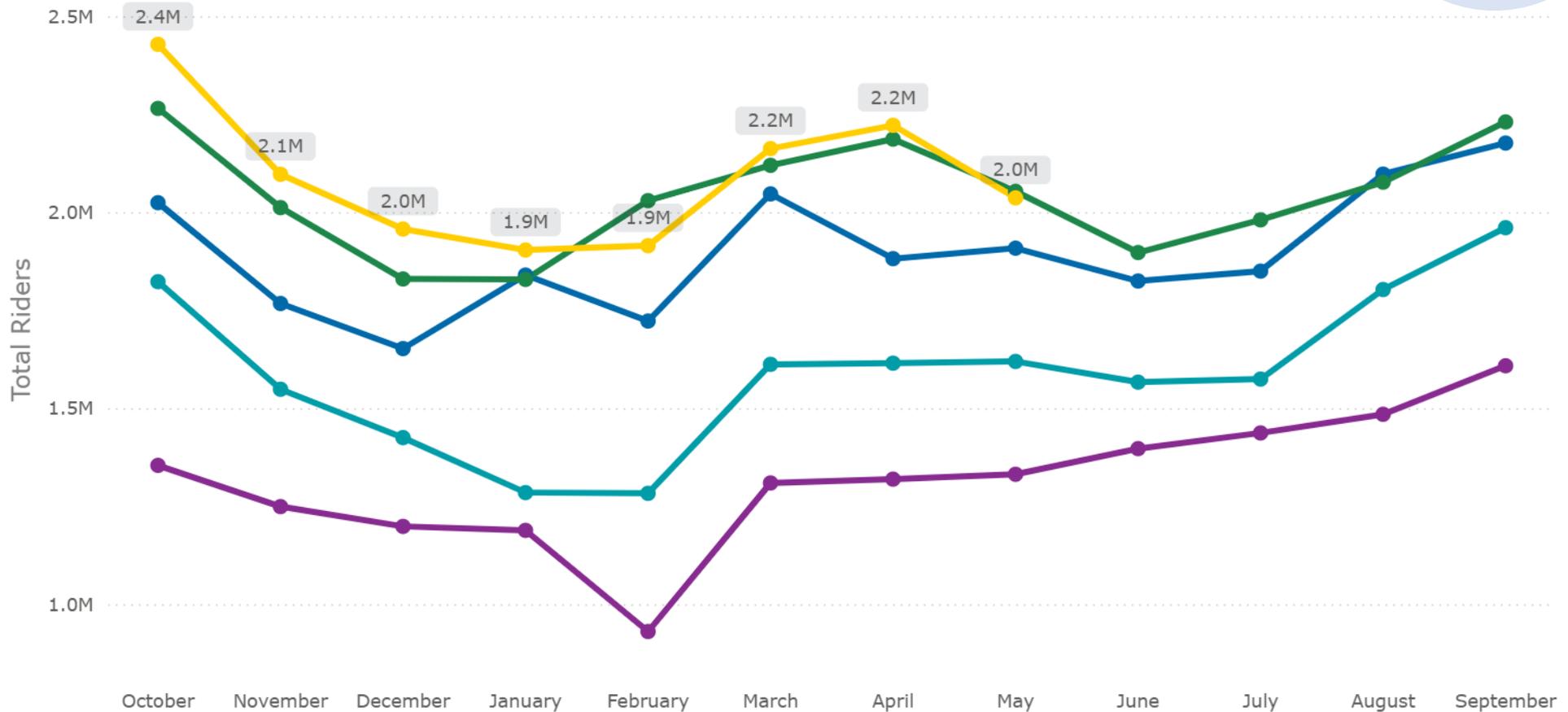
Ridership by Mode: Fixed Route

Total Ridership for Fixed Route Bus Service

Includes: Bus, Express, Rapid, and UT Shuttle Routes



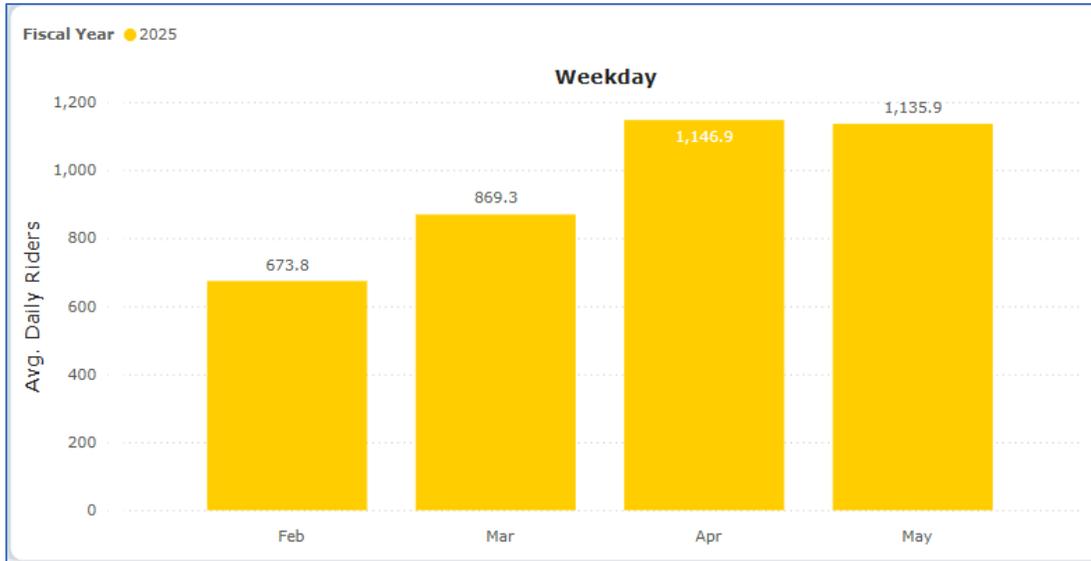
Fiscal Year ● FY2021 ● FY2022 ● FY2023 ● FY2024 ● FY2025



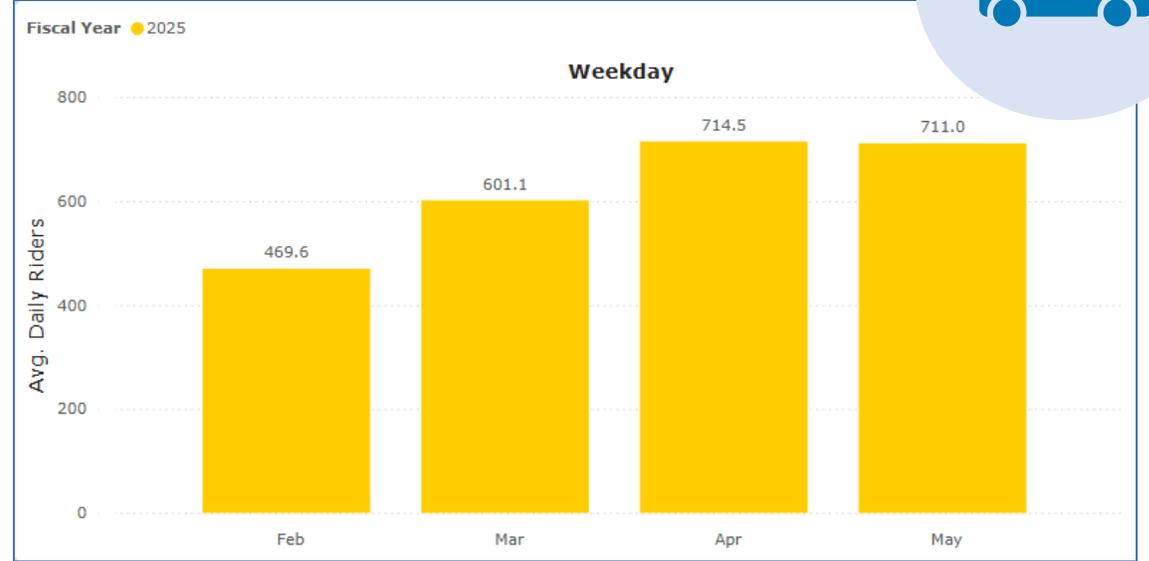
Ridership by Mode: NEW Rapid 800 and 837



Rapid 800 Pleasant Valley



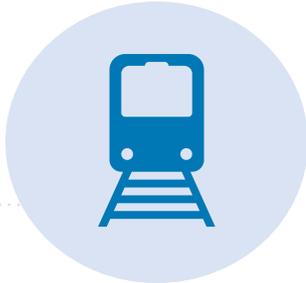
Rapid 837 Expo Center



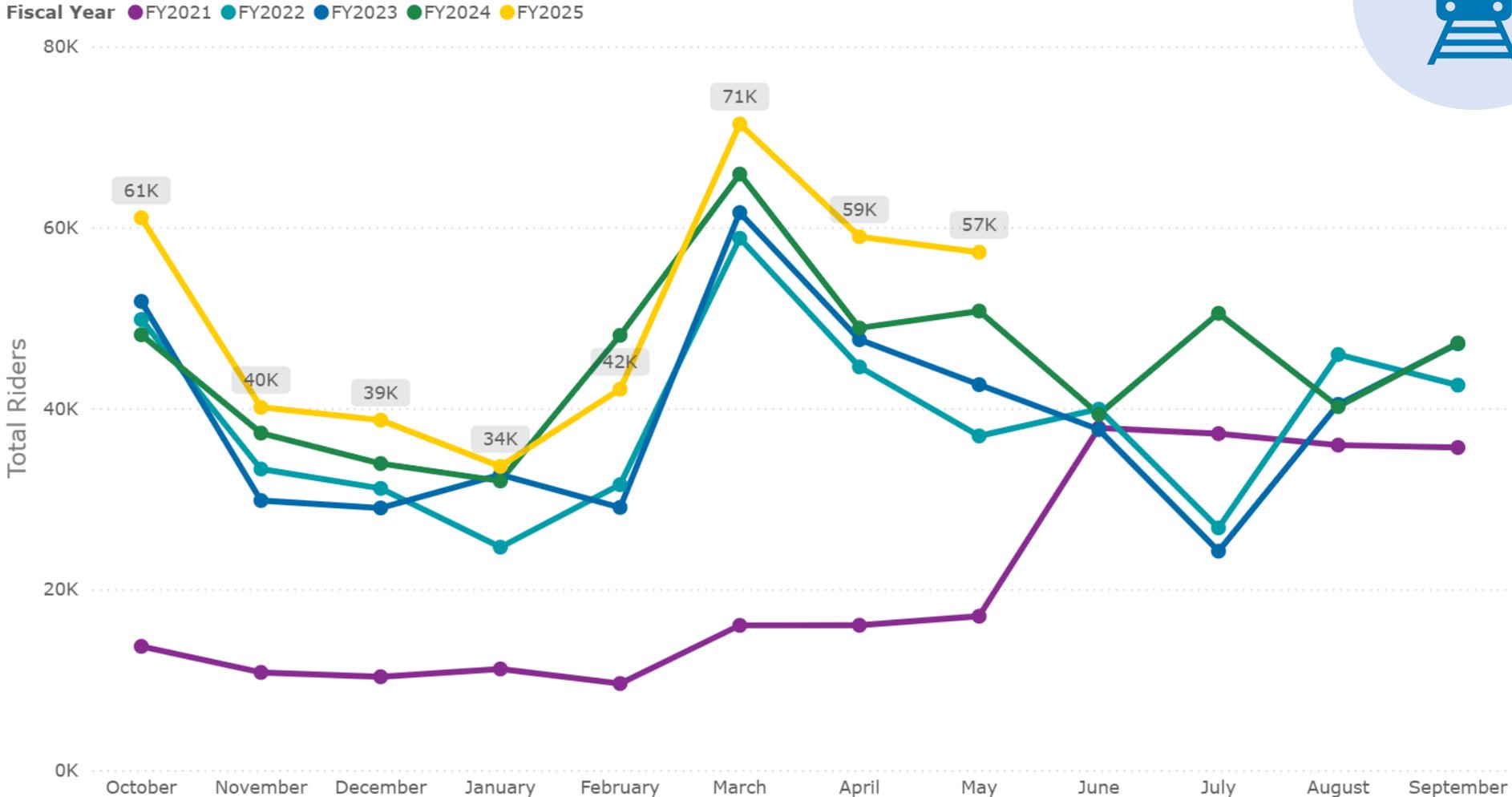
Month	Average Weekday Ridership
Feb '25	674
March '25	869
Apr '25	1,147
May '25	1,136

Month	Average Weekday Ridership
Feb '25	470
March '25	601
Apr '25	714
May '25	771

Ridership by Mode: Rail



Total Ridership for Rail Service

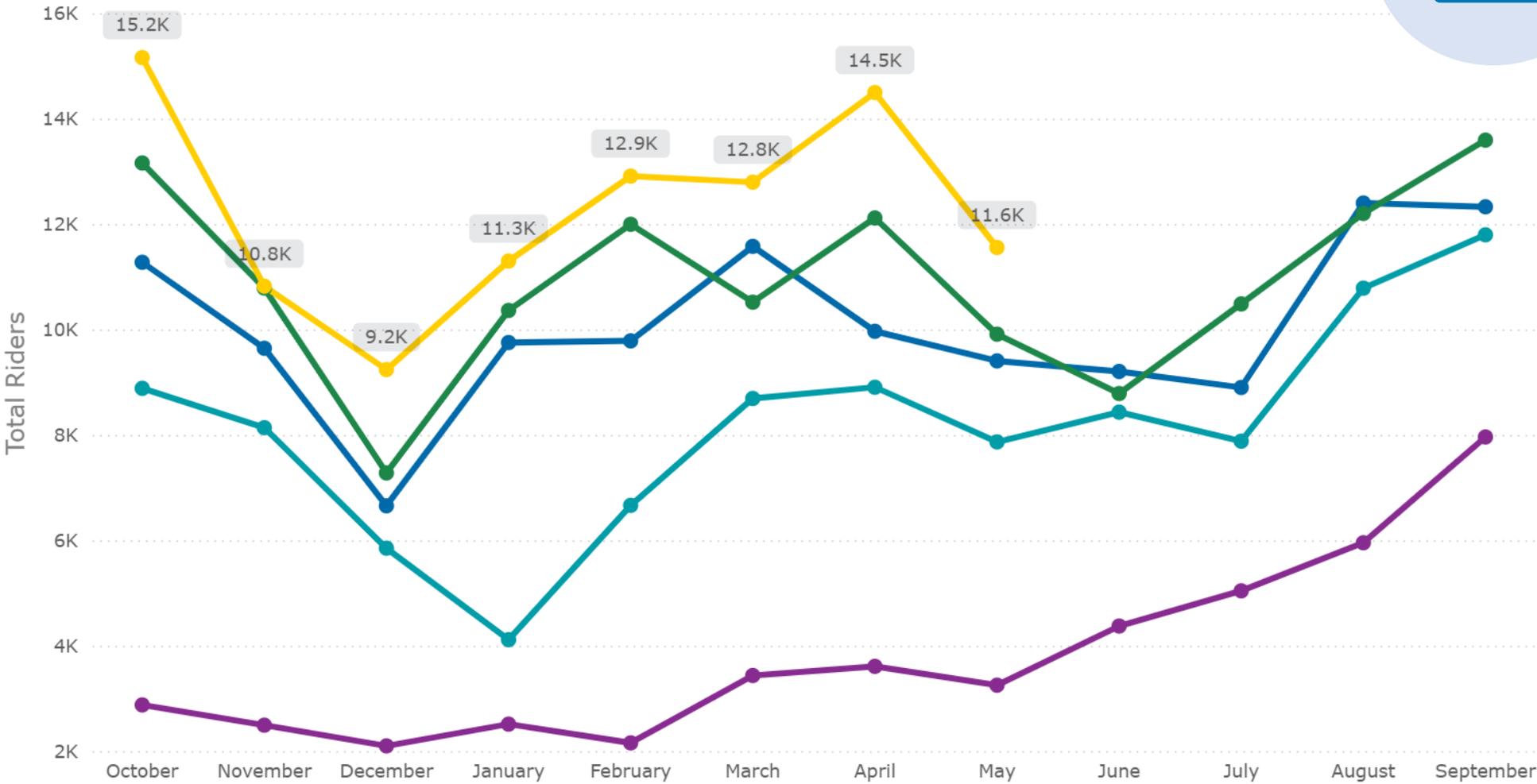


Ridership by Mode: Express



Total Ridership for Express Service

Fiscal Year ● FY2021 ● FY2022 ● FY2023 ● FY2024 ● FY2025

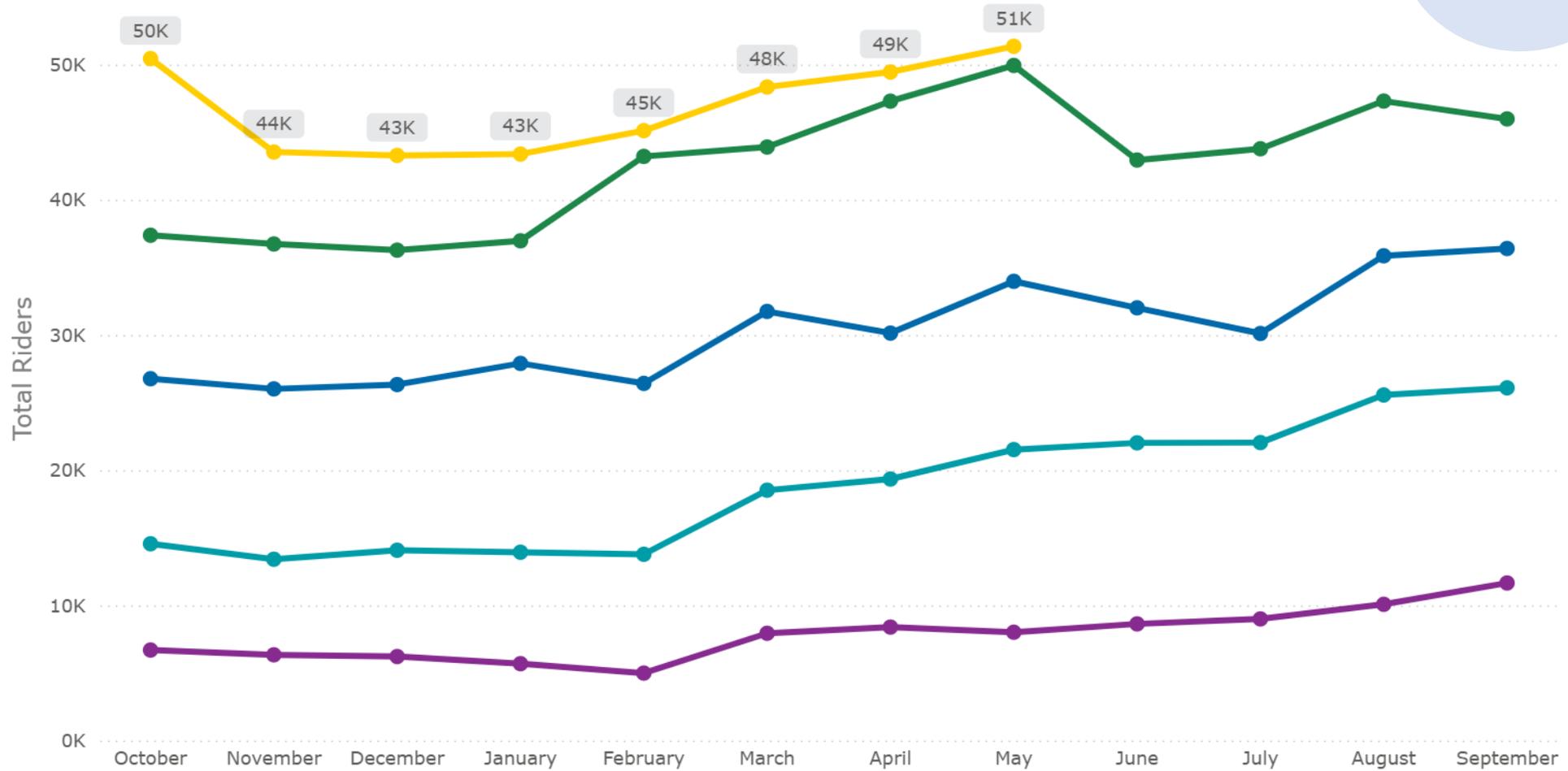


Ridership by Mode: Pickup



Total Ridership for Pickup Service

Fiscal Year ● FY2021 ● FY2022 ● FY2023 ● FY2024 ● FY2025



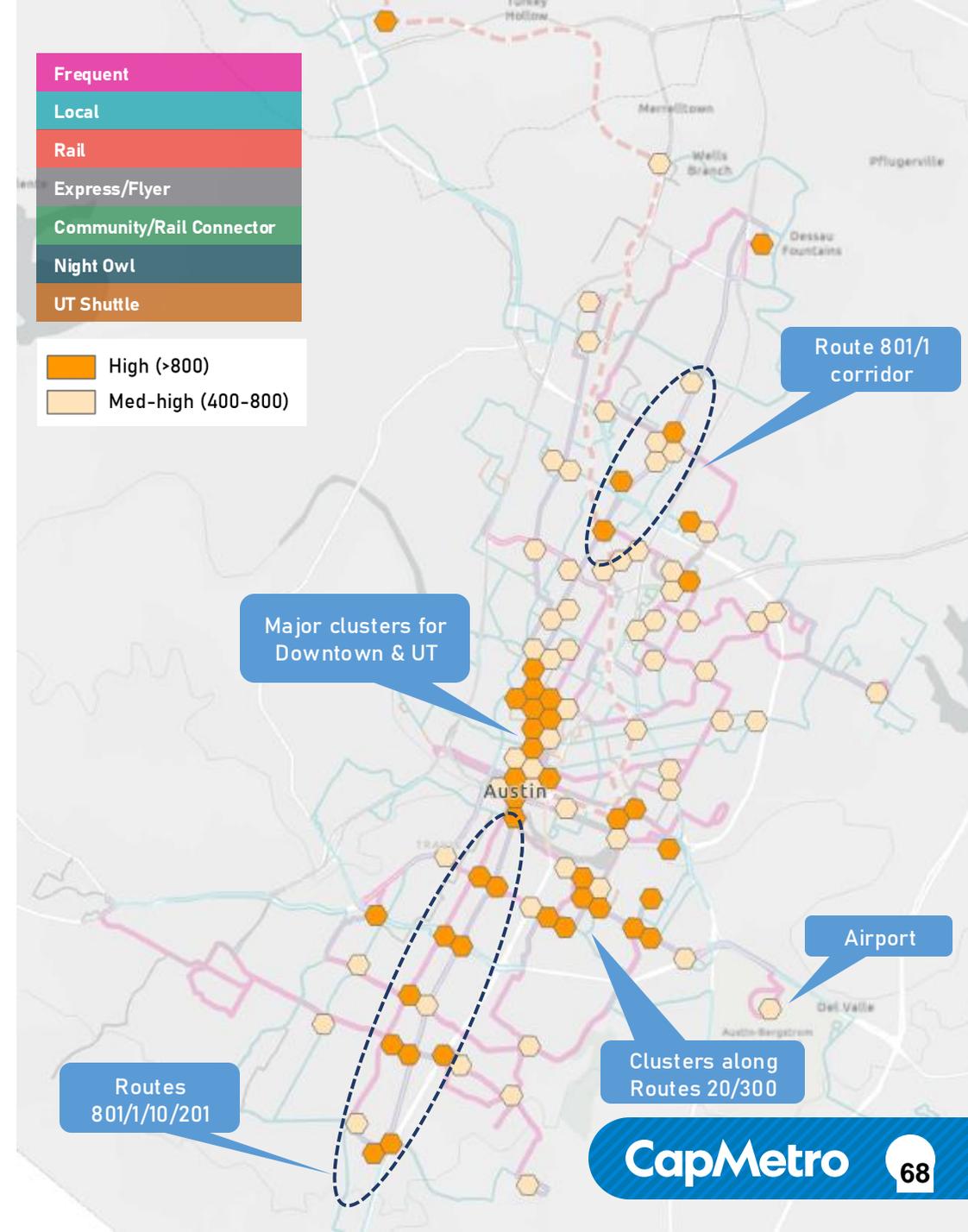


Ridership & Key Performing Routes

Where is Ridership Concentrated?

Major generators of ridership are in Downtown Austin, around UT, major north/south corridors, and southeast of Downtown.

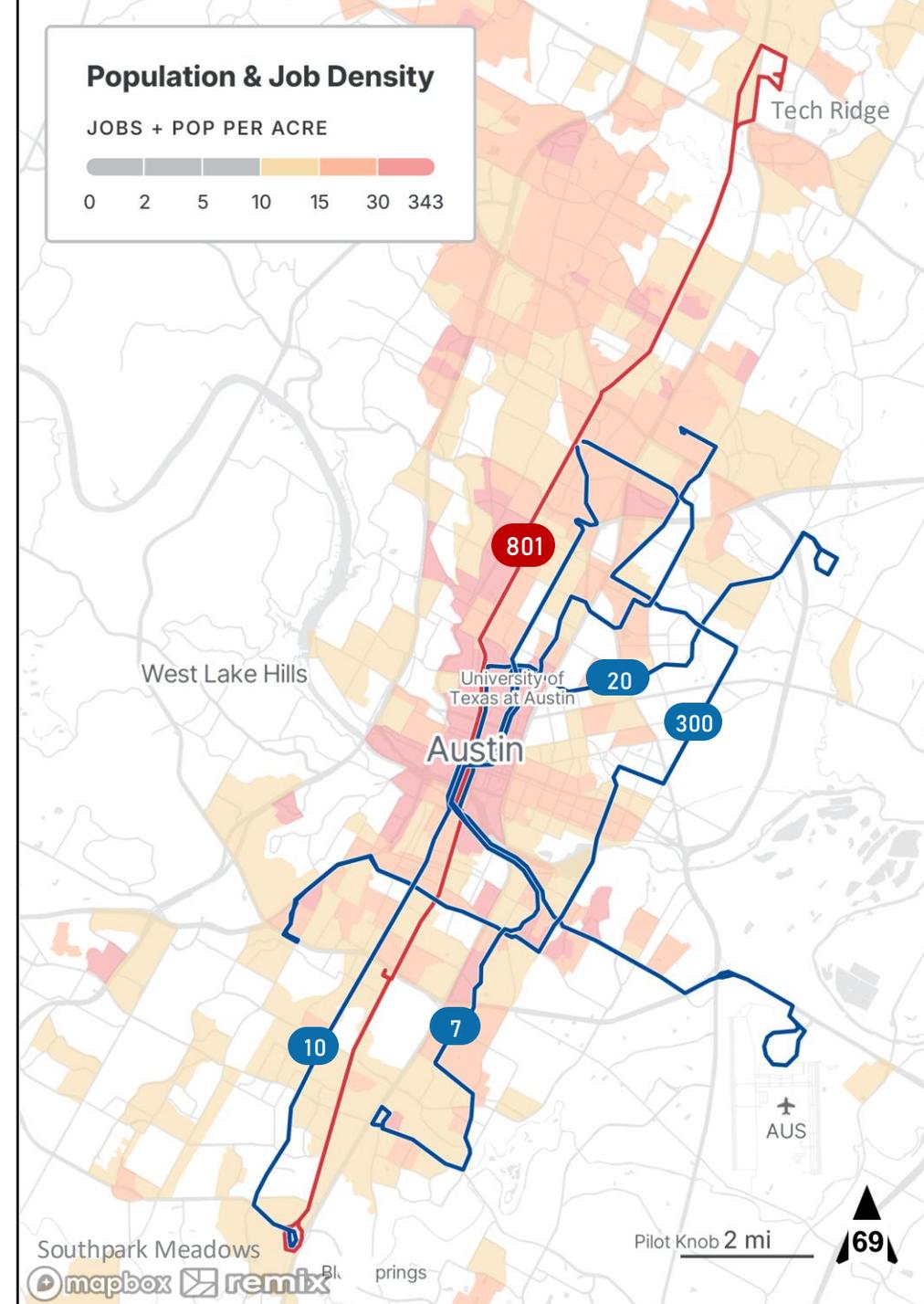
- Ridership activity is heavily concentrated along Frequent routes/connections, UT Shuttles, and the Red Line.



Top Performing Routes

Route	Length (appx)	Wkdy Freq	Average Daily Ridership*
801 – N Lamar S Congress	22 mi	10 min	8,000
300 – Springdale/Oltorf	17 mi	15 min	6,888
20 – Manor/Riverside	18 mi	15 min	5,948
7 – Duval/Dove Springs	16 mi	15 min	5,571
10 – South 1st/Red River	18 mi	15 min	5,430
Average Weekday Ridership (total)			31,837
System Ridership (percent)			42%
Population Served (within 1/4 Mile)			~181,200
Service Area Population (percent)			13.3%

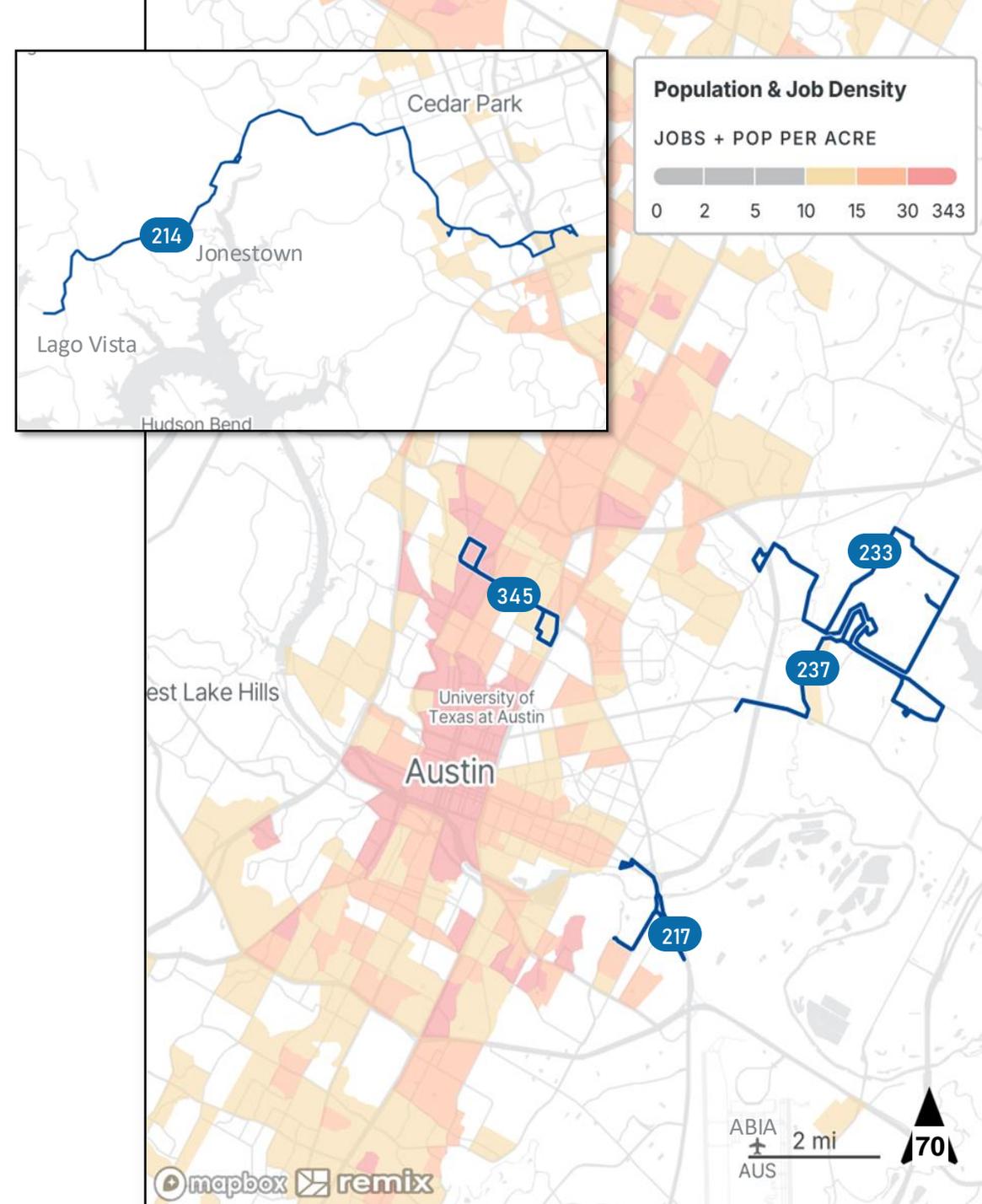
*Ridership data is from the month of April 2025 (as a representative sample)



Bottom Performing Routes

Route	Length (appx)	Wkdy Freq	Average Daily Ridership*
237 – Northeast Feeder	6 mi	60 min	253
217 – Montopolis Feeder	3 mi	30 min	232
345 – 45 th	2.5 mi	30 min	171
233 – Decker/Daffan Ln	6 mi	60 min	78
214 – Northwest Feeder	19 mi	60 min	56
Average Weekday Ridership (total)			1,261
System Ridership (percent)			4%
Population Served (within 1/4 Mile)			~26,200
Service Area Population (percent)			1.9%

*Ridership data is from the month of April 2025 (as a representative sample)



Looking Beyond Ridership

- Other criteria for evaluating the success of a route:
 - Coverage
 - Network connectivity
 - Reliability
 - Vulnerable populations
 - Specific destinations

Transit Plan 2035 is evaluating the transit network as a whole, using these factors alongside other demographic and community evaluation metrics

High Capacity

High Capacity routes are designed to carry more passengers per hour, faster. Stops are spaced further apart and are distinct from other routes in the system, with stations that can accommodate more people. This service can also use larger vehicles that accommodate more riders at a time. High Capacity routes are often implemented along highly traveled regional corridors where ridership is historically high and higher transit vehicle capacity is necessary to accommodate the travel demand.

Rail: MetroRail Red Line

Rapid: MetroRapid 801 and 803



Frequent

Bus routes that operate every 15 minutes or better during the day on weekdays and Saturdays, at least.



Local

Bus routes that typically operate every 30 minutes on weekdays, serving major destinations including downtown Austin, universities, shopping centers, and transit hubs.



Examples of CapMetro Service Types

Source: CapMetro Service Standards and Guidelines



Approach to Major Construction Projects

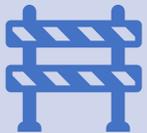
Approach to Major Construction Projects



Identifying potential service adjustments based on upcoming construction with strategic monitoring

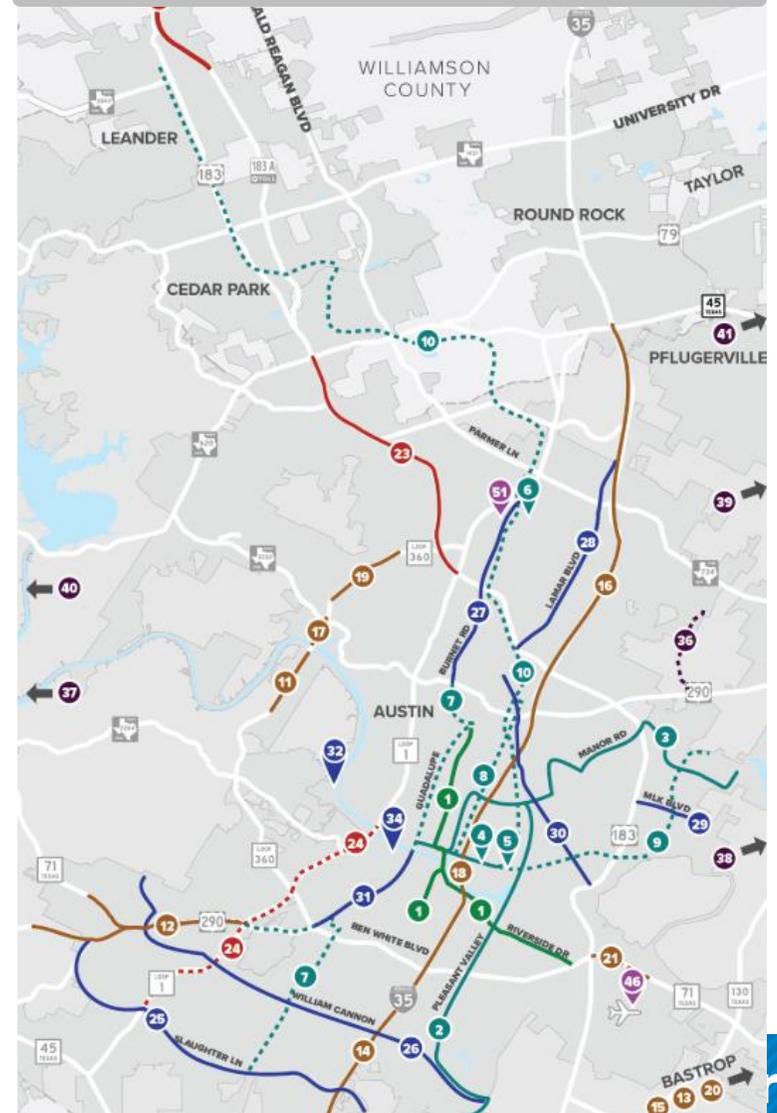


Coordinating with project stakeholders throughout the region to align on projects and timelines



Managing day-to-day current operations with agility and nimbleness

Major infrastructure projects around Central Texas



CapMetro

Thank you!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2025-1558

Agenda Date: 7/28/2025

President and CEO Monthly Update - July 2025

CapMetro

President's Report

July 2025

CapMetro in the Community



Emergency Response

CapMetro



CapMetro's 40th Anniversary

CapMetro

CapMetro Cares El Buen Samaritano



CapMetro



Awards and Recognitions



CapMetro

What's Being Said?

CapMetro in the News



APTA hosts 'record-setting' 2025 Mobility Conference, International Bus Rodeo in Austin



CapMetro to build new set of train tracks in East Austin



Our favorite April Fools' jokes from Austin businesses



CapMetro doesn't know how much money it lost from farebox glitches



CapMetro to end use of plastic cards starting April 1



Electrifying our future: The power of partnerships in transit's green revolution

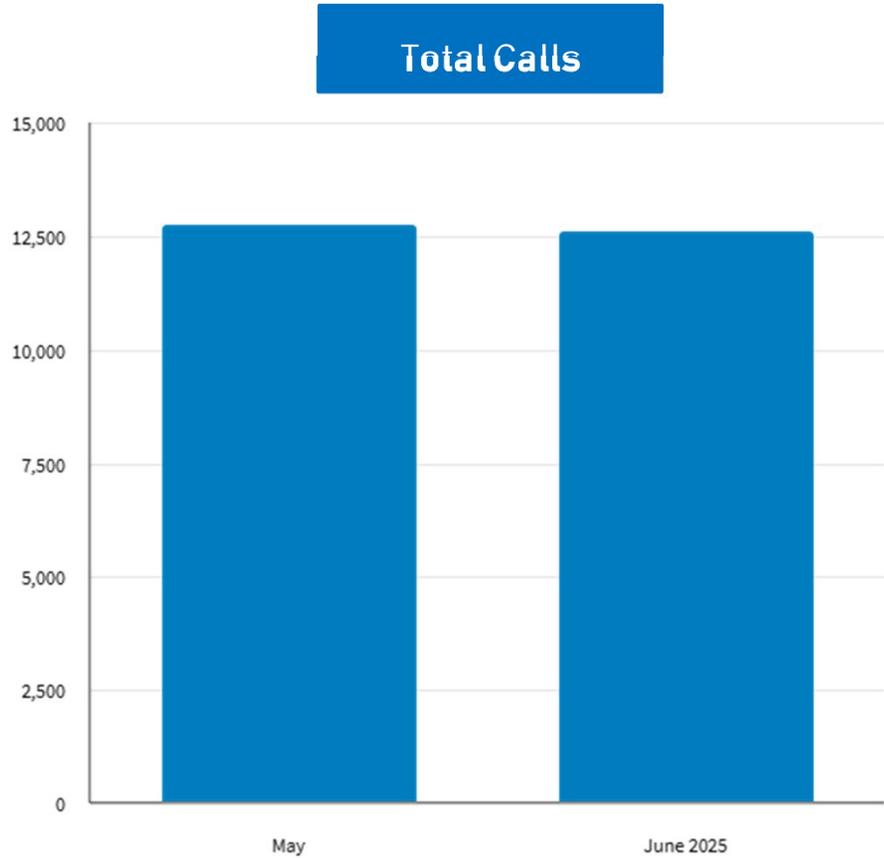


How would Austin's light-rail system be any different from riding the bus?



New strategic plan for downtown streets keeps momentum

CapMetro Customer Care



Where Dottie Has Been



CapMetro

What's Coming Up

DownTown Austin Alliance 30th Annual Tree Lighting

- CapMetro staff will be handing out swag and greeting guests



CapMetro Cares Colony Park Holiday Drive

- December, 7^h
- A drive through free toy giveaway with food provided
- CapMetro staff will be giving away toys and HEB giftcards



CapMetro Holiday Elves and Holiday Pop-Ups

- CapMetro staff will conduct ridealongs and hand out free passes
- Staff will be at transit locations throughout the city to hand out breakfast and coffee to our riders





Introducing New Team Members



Keith (Sonny)
Davis, Dir. Bus
Maintenance



Jafari Bowden,
Dir. of Safety



Zane Barnes, VP
Government
Affairs

CapMetro

Thank You!

July 2025