



**Agenda - Final revised**  
**Capital Metropolitan**  
**Transportation Authority**  
**Board of Directors**

2910 East 5th Street  
Austin, TX 78702

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**Monday, September 23, 2024**

**12:00 PM**

**Rosa Parks Boardroom**

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Any items marked with \* have been added or updated.

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

**I. Call to Order**

**II. Safety Briefing:**

**III. Public Comment:**

**IV. Advisory Committee Updates:**

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

**V. Board Committee Updates:**

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

**VI. Consent Items:**

1. Approval of minutes from the August 26, 2024 board meeting.
2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Weaver and Tidwell, L.L.P. for Quadrennial Performance Audit services for a period of one hundred and eighty (180) calendar days in an amount not to exceed \$195,000.

3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a Memorandum of Understanding with the City of Round Rock authorizing Round Rock to be a direct recipient of a portion of CapMetro's FY2025 and FY2026 Federal Section 5307 Program funds.

## VII. Action Items:

1. Approval of a resolution authorizing the President & CEO, or her designee, to implement the Spring 2025 Service Changes.

Memo: Updates on the Proposed Spring 2025 Service Change (September 16, 2024)

2. Approval of a resolution adopting the Fiscal Year 2025 Operating and Capital Budget and Five-Year Capital Improvement Plan, and recommending no changes to the CapMetro Strategic Plan.
3. Approval of a resolution adopting the CapMetro Investment Policy.
4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute contracts for marketing services with Sherry Matthews Group, Pulsar Advertising, ReconMR, Sensis and Satori Marketing in a total amount not to exceed \$17,472,281 for one (1) base year and four (4) option years.
5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Motorola Solutions, Inc to purchase hand radios, mobile radios and consoles in support of the transit police department, in a total amount not to exceed \$1,858,078.
6. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Stadler Rail Group for the Mechanical Engineering, Electrical Engineering, Software Engineering, purchase, installation, testing and commissioning of an independent door control systems for ten (10) Stadler GTW Diesel Multiple Units, in a total amount not to exceed \$191,758...end
- \*7. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Swinerton Builders, for construction of the third floor (Phase 1) of 3100 E. 5th Street plus exterior improvements for a not to exceed amount of \$5,115,837, plus \$767,375 representing 15% contingency, for a total amount not to exceed \$5,883,212.
- \*8. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract through the OMNIA Partners cooperative Landscape Forms Contract for Outdoor Furnishings for the fabrication and delivery of benches for a two (2) year base and three (3) option years order for \$3,264,575 plus \$816,144 representing a 25% contingency for a total amount not to exceed \$4,080,718.

- \*9. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Camber Operating Company Inc. for the purchase, commissioning, testing and training of electric bus charging infrastructure as assigned from Phoenix Motor, Inc. in an amount not to exceed \$46,465,995, beginning September 23, 2024, through October 27, 2026.
10. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an Interlocal Agreement with the City of Round Rock for the provision of transit services for an amount not to exceed \$1,347,647.
11. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a one-year Interlocal Agreement (ILA) with Travis County for transit services in urbanized areas in unincorporated areas of the county and for continued implementation of the Travis County Transit Development Plan in an amount not to exceed \$338,140 in FTA Section 5307 Funds and \$1,353,182 in local funds from Travis County in FY2025.
12. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an Interlocal Agreement with the City of Georgetown for operation of limited paratransit and senior service (the "Service") for an amount not to exceed \$172,597 in FTA Section 5307 Funds and \$258,895 in local funds from the City of Georgetown.
13. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an amendment to Supplement No. 9 of the interlocal agreement with Capital Area Rural Transportation System (CARTS) for the provision of Limited Paratransit and Senior Service to the City of Georgetown for a period of one (1) year in an amount not to exceed \$410,944.
14. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute Amendment No. 7 to CARTS Supplement No. 8 to the Master Regional Mobility Agreement with Capital Area Rural Transportation Services (CARTS) for the provision of transit services to the Manor area in an amount not to exceed \$1,682,100.
15. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute Amendment No. 6 to the Contracted Service Supplement No. 2 with Capital Area Rural Transportation System (CARTS) for the operation of Route 214 Northwest Feeder for fiscal year 2025 in an amount not to exceed \$768,038.
16. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute Amendment No. 6 to Contracted Services Supplement No. 5 to the Master Regional Mobility Agreement with Capital Area Rural Transportation Services (CARTS) for the provision of Route 990 - Manor Express for fiscal year 2025 in an amount not to exceed \$191,750.

## VIII. Report:

- \*1. President & CEO Monthly Update - September 2024

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

Under Section 551.071 for Consultation with an Attorney regarding legal issues related to:

1. Pending litigation regarding Proterra, Inc. et al., Chapter 11 bankruptcy case, and
2. A proposed contract with Camber Operating Company Inc. for the purchase, commissioning, testing and training of electric bus charging infrastructure as assigned from Phoenix Motor, Inc. (Contract No. 200744) in an amount not to exceed \$46,465,995, beginning September 23, 2024, through October 27, 2026.

**X. Memos:**

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

1. Memo: Introducing Transit Plan 2035 (September 16, 2024)
2. Memo: Updates on the Proposed Spring 2025 Service Change (September 16, 2024)

**XI. Items for Future Discussion:**

**XII. Adjournment**

**ADA Compliance**

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

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

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



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

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

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

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Customer Satisfaction Advisory Committee (CSAC)

## Capital Metropolitan Transportation Authority

### Customer Satisfaction Advisory Committee (CSAC)

Wednesday, September 11, 2024

6:00 PM

*Virtual Presentation*

**CapMetro Employees:** Nadia Barrera-Ramirez, Peter Breton, Lawrence Deeter, Roberto Gonzalez, Kelsey Lammy, Rose Lisska, Emma Martinez, Marcella Wood.

**Supporting Staff:** Max Schwartz.

**Committee Members:** Arlo Brandt, David Foster, Betsy Greenberg, Fangda Lu, Ephraim Taylor.

**Guests:** Ruven Brooks.

*Meeting called to order at 6:01 PM*

### Welcome / Introductions / Call to Order

*Chair Taylor*

**Approval of the June 2024 minutes** – Motion to approve by Diana Wheeler / 2<sup>nd</sup> by David Foster – passes unanimously.

**Approval of the August 2024 minutes** – Motion to approve by Arlo Brandt / 2<sup>nd</sup> by Ephraim Taylor – passes unanimously.

### Public Communications

**Betsy Greenberg** points out that the the bus-only lane on Lavaca Street between MLK Boulevard and 18<sup>th</sup> Street is no longer used by any of CapMetro's routes, and asks if CapMetro and the City of Austin have any plans to reconfigure the area. **Nadia Barrera-Ramirez** and **Max Schwartz** share that the City of Austin is working with CapMetro to finalize a new design for the area.

### Transit Speed and Reliability Update

*Nadia Barrera-Ramirez, Manager of Cross Agency Programs for Transit and Mobility*

**Nadia Barrera-Ramirez** gives an update on the progress of various Transit Speed and Reliability projects.

**Ruven Brooks** asks if project planning has been done in anticipation of possible bond money becoming available. **Nadia Barrera-Ramirez** explains that there has not been any specific planning for additional projects based on bond funding, but the reporting and planning done to date would inform potential projects. **Max Schwartz** explains that there are several yet-to-be-funded projects identified as part of the Transit Enhancement Infrastructure Report, which would also be candidates for funding from potential bond funds.

### Transit Plan 2035

*Rose Lisska, Principal Planner*

**Rose Lisska** overviews the timeline and goals for Transit Plan 2035, including upcoming community engagement opportunities.

**Betsy Greenberg** asks if the plan will look at how to integrate buses with the Project Connect Light Rail, and **Rose Lisska** responds that it will be evaluated.

## **Proposed Spring 2025 Service Change**

*Jordan McGee, Senior Transportation Planner*

**Jordan McGee** overviews the proposed Spring 2025 Service Change, including the new Decker Pickup zone and the launch of CapMetro Rapid routes 800 and 837.

**Ruven Brooks** expresses his support for the Decker Pickup zone.

**Fangda Lu** asks if there are transit priority signals on the new Rapid routes, and **Nadia Barrera-Ramirez** explains that CapMetro is working with the City of Austin to implement them.

**Fangda Lu** asks if there are travel time comparisons between the current underlying services, whether it's end-to-end or popular origin and destination pairs. **Jordan McGee** says she will follow up with more information, and **Roberto Gonzalez** shares that, in the case of Routes 801 and 803, there was a roughly 15-20% speed increase end-to-end, with similar results expected on Routes 800 and 837.

**Fangda Lu** asks if there are plans for an additional station at Airport Boulevard and MLK Boulevard to facilitate transfers to Route 18 and potentially Route 550's MLK Jr. station. **Roberto Gonzalez** explains that the addition of new stations will be continually evaluated.

**Betsy Greenberg** asks if frequencies for local routes that run parallel to the 800 and 837 will be adjusted, and **Jordan McGee** explains that no changes to underlying routes are planned as a part of the service change.

**Fangda Lu** suggests that if the Decker Pickup zone performs better than the current fixed routes, CapMetro should consider reallocating resources to improve the zone. **Jordan McGee** explains that there are a considerable number of tradeoffs when removing fixed-route services and replacing them with microtransit services, but that CapMetro will continue to evaluate the performance of the zone and other routes in the area so that they can serve the community as best as possible.

**Ephraim Taylor** asks how many additional blocks and operators are needed for initial service on Routes 800 and 837, as well as those numbers for the full vision, considering that CapMetro currently is not able to consistently fulfill all services. **Jordan McGee** and **Roberto Gonzalez** explain that CapMetro staff are aware that the system is not as reliable as would be desired to implement new, additional services, which is why CapMetro is being cautious in moving forward with implementation and specifying that the new routes will only be implemented contingent on resource availability.

***Meeting adjourned at 7:07 PM***



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

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

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

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Access Advisory Committee

## Capital Metropolitan Transportation Authority

### Access Advisory Committee

Wednesday, September 4, 2024

5:30 PM

### Virtual Presentation

**CapMetro Employees:** Penelope Ackling, Samia Arni, Nadia Barrera-Ramirez, Peter Breton, Katheryn Cromwell, Louise Friedlander, Roberto Gonzalez, Art Jackson, Martin Kareithi, Kelsey Lammy, Julie Lampkin, Rose Lisska, Jordan McGee, Rhys Rea-Tucker, Sara Sanford, Randy Slaughter.

**Supporting Staff:** Emma Fricker, Max Schwartz, Christopher Westbrook.

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

**Guests:** Rebecca Allbritton.

*Meeting called to order at 5:32 PM*

### Welcome / Introductions / Call to Order

*Chair Hunt*

**Approval of the minutes** – John McNabb / 2nd by Otmar Foehner – passes unanimously.

### Public Communications

**Rebecca Allbritton** shares her thoughts on ways to improve the Spare scheduling system. **Sara Sanford** thanks her for her input and overviews some improvements to the system that are being worked on by CapMetro staff.

**Glenda Born** asks CapMetro staff to remind operators to check and adhere to the level of service for Access riders.

**Paul Hunt** explains that a longer discussion on the committee's role in providing feedback to staff should be scheduled. **Peter Breton** recommends a discussion as a part of the annual November work planning session.

**Martin Kareithi** gives an update on the NaviLens Wayfinding Pilot.

### Transit Plan 2035

*Rose Lisska, Principal Planner*

**Rose Lisska** overviews the timeline and goals for Transit Plan 2035, including upcoming community engagement opportunities.

**Paul Hunt** asks how CARTS will be considered during the plan, and **Rose Lisska** explains that CapMetro staff will be evaluating CARTS' plans and current services as a part of the market analysis.

**Otmar Foehner** asks if CapMetro is engaging in efforts to have the City of Pflugerville join the CapMetro service area. **Katheryn Cromwell** explains that CapMetro recently supported the City of Pflugerville with a Transit Demand Plan.

### Transit Speed and Reliability Update

*Rhys Rea-Tucker, Transit Speed and Reliability Planner*

**Rhys Rea-Tucker** gives an update on the progress of various Transit Speed and Reliability projects.

**Paul Hunt** asks how pedestrian hybrid beacons (PHBs) factor into projects. **Rhys Rea-Tucker** and **Max Schwartz** talk about how PHBs are used across the city in various projects.

**John McNabb** asks if projects are removing car lanes. **Rhys Rea-Tucker** and **Max Schwartz** overview sample projects to illustrate different approaches to lane adjustments and eliminations.

### **Proposed Spring 2025 Service Change**

*Roberto Gonzalez, Senior Director of Service Planning*

**Roberto Gonzalez** overviews the proposed Spring 2025 Service Change, including the new Decker Pickup zone and the launch of CapMetro Rapid routes 800 and 837.

**Glenda Born** asks when the testing of the Rapid 800 and 837 routes will occur. **Roberto Gonzalez** explains that CapMetro will be testing throughout the coming months if the changes are approved.

**Paul Hunt** asks if the Decker and Dessau Pickup zones provide service to some specific addresses. **Roberto Gonzalez** confirms.

**Paul Hunt** asks if Pickup provides door-to-door service for CapMetro Access users in apartment buildings. **Sara Sanford** explains that the scheduling system for Access and Pickup are not the same, so they cannot track Access users across modes, but customers can book specifically with a wheelchair accessible vehicle to receive that level of service.

***Meeting adjourned at 7:13 PM***



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

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

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

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Public Safety Advisory Committee (PSAC)

## Capital Metropolitan Transportation Authority

### Public Safety Advisory Committee (PSAC)

Friday, August 30, 2024

11:30 AM

*Virtual Presentation*

**CapMetro Employees:** Samia Arni, Jeremy Benoit, Peter Breton, Kevin Conlan, Darryl Jamail, Kelsey Lammy, Nina Loehr, Joseph Rose, Emmanuel Toutin, Yvonne Wilson.

**Committee Members:** Kathryn Kalinowski, Adam Powell, Monica Sanchez, Lauren Taylor, Christian Tschoepe.

*Meeting called to order at 11:35 AM*

### Welcome / Introductions / Call to Order

*Chair Taylor*

**Approval of the minutes** – Motion to approve by Lauren Taylor / 2<sup>nd</sup> by Adam Powell – passes unanimously.

### Public Communications

#### Proposed FY2025 Budget

*Emmanuel Toutin, Director of Budget and Financial Planning*

**Emmanuel Toutin** overviews the proposed FY2025 budget, including the budget development calendar, an operating budget summary, capital budget highlights, and next steps for approval.

#### TPD Update

*Joseph Rose, Assistant Chief of Police*

**Joseph Rose** overviews key accomplishments in standing up CapMetro’s Transit Police Department, including the official swearing-in of Eric Robins as the Chief of Police, himself as the Assistant Chief of Police, and Jeremy Benoit as a Captain, as well as the next steps ahead for recruiting sergeants and officers.

**Kathryn Kalinowski** asks about CapMetro’s recruiting strategy for sergeants, specifically if there are lessons learned from the Austin Police Department's difficulties in finding candidates. **Joseph Rose** explains that being a new police department is an advantage, and hiring for sergeants is generally easier than for officers.

#### Subcommittee Update

*Peter Breton, Community Engagement Coordinator*

**Peter Breton** overviews past and upcoming subcommittee meetings, provides a summary of the progress of transit police policies that have gone through the community engagement process, and asks for feedback on a staff recommendation to streamline the process.

Committee members discuss the recommendation and provide feedback on how to move forward. **Kathryn Kalinowski** says that more information on the remaining policies to be developed would be helpful, and **Peter Breton** says he will work with staff to share more information.

#### 2024 Cadence and 2025 Calendar

*Committee Discussion*

**Peter Breton** asks for feedback on a staff recommendation to return PSAC to a bi-monthly meeting cadence and to confirm upcoming meeting dates.

Committee members discuss the recommendation and share their support.

**Lauren Taylor / 2<sup>nd</sup> Monica Sanchez; Motion to approve CapMetro staff's recommendation for the remaining 2024 meeting dates and for 2025 meetings to start in February. 5 Yeas - passed unanimously.**

***Meeting adjourned at 12:24 PM***



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2024-1279

**Agenda Date:** 9/23/2024

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Approval of minutes from the August 26, 2024 board meeting.

# Minutes

## Capital Metropolitan Transportation Authority

### Board of Directors

2910 East 5th Street  
Austin, TX 78702

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Monday, August 26, 2024

12:00 PM

Rosa Parks Boardroom

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#### I. Call to Order

12:00 p.m. Meeting Called to Order

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

#### II. Safety Briefing:

#### III. Public Comment:

Leander Mayor Christine DeLisle, Deb Miller, Katina Brown, Carlos Martinez, Stacey Kamsu, Darrell Sorrells, Jacob Emerson and Zenobia Joseph provided public comments this month.

#### 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 Ellis, seconded by Board Member Bangle, to approve the Consent Agenda. The motion carried by the following vote:

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

1. Approval of minutes from the July 22, 2024 board meeting.

2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Foursquare Integrated Transportation Planning, Inc., to develop the CapMetro Long-Range Agency Vision over a period of two-hundred and sixty-five (265) calendar days in an amount not to exceed \$484,395.
3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract for licensing and hosting services for the additional Salesforce module, Data & Marketing Cloud, for a period of one (1) year in an amount not to exceed \$350,227.

## VII. Action Items:

1. Approval of a resolution appointing Catalina Berry and Marcel Garza to the Project Connect Community Advisory Committee (CAC).

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

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

## VIII. Report:

1. President & CEO Monthly Update - August 2024

## IX. Items for Future Discussion:

## X. Adjournment

1:12 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](mailto:ed.easton@capmetro.org) if you need more information.*

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

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

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Board of Directors

Item #: AI-2024-1200

Agenda Date: 9/23/2024

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Weaver and Tidwell, L.L.P. for Quadrennial Performance Audit services for a period of one hundred and eighty (180) calendar days in an amount not to exceed \$195,000.

**FISCAL IMPACT:**

Funding for this contract is included in the FY2024-2025 Proposed Operating Budget.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**Strategic Objectives:**

- 1.1 Safe & Reliable Service       1.2 High Quality Customer Experience       1.3 Accessible System
- 2.1 Support Sustainable Regional Growth       2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs       2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff       3.2 Employer of Choice       3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent       4.2 Culture of Safety       4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** CapMetro is required to undergo a performance review once every four years under Section 451.454, Texas Transportation Code.

**BUSINESS CASE:** The audit will lead to improved maintenance and operations functions that will improve system reliability and customer experience.

**COMMITTEE RECOMMENDATION:** This item was presented and recommended for approval by the Finance, Audit and Administration Committee on September 11, 2024.

**EXECUTIVE SUMMARY:** The purpose of the audit is to 1) provide necessary information for the performance of oversight functions by state and local officers; and 2) provide CapMetro with necessary information to improve efficiency and effectiveness of the administration and management of the authority. If approved by

the board, a contract with Weaver and Tidwell, L.L.P. will be finalized for a period of one hundred and eighty calendar days.

DBE/SBE PARTICIPATION: A 0% SBE goal was placed on this project. The awarded vendor has committed to 31% SBE participation and it will be tracked during the term of the contract.

PROCUREMENT: On June 13, 2024, a Request for Proposals (RFP) was issued and formally advertised. By the closing date of July 15, 2024, four (4) proposals were received. The proposal from Weaver and Tidwell, L.L.P. was determined to be the best value to the Authority, price and other factors considered. The resulting contract will be a fixed price contract. The term of the Contract is for a period of one hundred and eighty (180) calendar days in an amount not to exceed \$195,000.

RESPONSIBLE DEPARTMENT: Internal Audit

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1200**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management endeavor to follow the rules and regulatory requirements laid out in Chapter 451 of the Texas Transportation Code; and

WHEREAS, the Transportation Code requires the authority to contract at least once every four years for a performance audit of the authority to be conducted by a firm that has experience in reviewing the performance of transit authorities.

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 Weaver and Tidwell, L.L.P. for a quadrennial performance audit of the Authority for a period of one hundred and eighty (180) calendar days in an amount not to exceed \$195,000.

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

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

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Board of Directors

Item #: AI-2024-1259

Agenda Date: 9/23/2024

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a Memorandum of Understanding with the City of Round Rock authorizing Round Rock to be a direct recipient of a portion of CapMetro’s FY2025 and FY2026 Federal Section 5307 Program funds.

**FISCAL IMPACT:**

This action has no fiscal impact.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**Strategic Objectives:**

- 1.1 Safe & Reliable Service
- 1.2 High Quality Customer Experience
- 1.3 Accessible System
- 2.1 Support Sustainable Regional Growth
- 2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs
- 2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff
- 3.2 Employer of Choice
- 3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent
- 4.2 Culture of Safety
- 4.3 State of Good Repair

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

**BUSINESS CASE:** As the Designated Recipient of the grant, CapMetro must concur with the use of federal funds allocated for the Austin urbanized area, which extends beyond the service area. CapMetro’s goal is to collaborate with these local communities to meet their transit needs now and in the future. By receiving a formulated portion of 5307 funding, the City of Round Rock will be able to continue their on-demand service and fixed route service and plan for future transit needs.

**COMMITTEE RECOMMENDATION:** This item was presented and recommended for approval by the Finance,

Audit and Administration Committee on September 11, 2024.

**EXECUTIVE SUMMARY:** As the public transit provider of the Austin urbanized area, CapMetro is the Designated Recipient of Federal Section 5307 Program funds for the urbanized area. Per Federal Transit Administration (FTA) guidelines, Section 5307 funds can be used for transit capital and operating assistance in urbanized areas and transportation planning. In the past, CapMetro provided Round Rock with a portion of 5307 funds that were apportioned to the agency by the FTA as part of a pass-through arrangement outlined in an interlocal agreement (ILA). In FY2011, the ILA that authorized this arrangement was not renewed and Round Rock elected to become a Direct Recipient of FTA funds, coordinating directly with the FTA to submit independent grant applications.

In FY2013, an agreement was signed for FY2013 and FY2014 Section 5307 funds to be directly distributed to Round Rock. This agreement has been renewed on a biennial basis since that time. CapMetro is not required to provide technical support or assistance beyond any that may be required by the FTA when a Designated Recipient authorizes another public entity to be a Direct Recipient.

Round Rock is permitted to apply for a share of CapMetro's FY2025 and FY2026 Section 5307 funds based upon the distribution formula that will be published in the federal register for the FTA FY2025 and FY2026 Section 5307 apportionments.

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

These terms are included in the attached MOU between CapMetro and Round Rock. The MOU expires on September 30, 2026 and applies only to Section 5307 funds appropriated in FY2025 and FY2026.

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

**PROCUREMENT:** Does not apply

**RESPONSIBLE DEPARTMENT:** Finance

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1259**

WHEREAS, CapMetro is the Designated Recipient of Section 5307 Program funds apportioned by the Federal Transit Administration for the Austin urbanized area; and

WHEREAS, the City of Round Rock has requested a portion of CapMetro’s Section 5307 funds in order to support the planning, capital development and operation of transit services for the Round Rock community, including demand response bus service, express bus service and reverse commute bus service.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or their designee, is authorized to finalize and execute a Memorandum of Understanding with the City of Round Rock that authorizes Round Rock to continue to be a Direct Recipient of a portion of CapMetro’s FY2025 and FY2026 Federal Section 5307 Program funds.

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

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

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

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

**I. PURPOSE**

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

**II. KEY TERMS**

- A.** The Parties will comply with the requirements of the Urbanized Area Formula Funding Program (49 U.S.C. 5307).
- B.** Since City is not a member city of the CapMetro transit system, City intends to be a direct recipient (“Direct Recipient”) of a share of the Section 5307 funding apportioned to the Austin urbanized area (“FTA Section 5307 Program Funds”).
- C.** During the term of this MOU, City is authorized to apply for a share of Section 5307 Program Funds apportioned and distributed to CapMetro as Designated Recipient for the Austin urbanized area, based upon the distribution formula established by the FTA for fiscal years 2025 (October 1, 2024 – September 30, 2025) and 2026 (October 1, 2025 – September 30, 2026) (each an “FTA Fiscal Year”).
- D.** The distribution of any amounts payable to City as a Direct Recipient is contingent upon the successful apportionment and distribution of Section 5307 funds to CapMetro as the Designated Recipient for the Austin urbanized area for FTA Fiscal Years 2025 and 2026. If the FTA does not apportion or distribute Section 5307 Program Funds to CapMetro as the Designated Recipient, City will not be eligible to receive Section 5307 Program Funds as a Direct Recipient. If the FTA reduces the amount of Section 5307 Program Funds available to CapMetro as the Designated Recipient, City’s share of funding will be based upon the reduced amount. CapMetro will not be liable to City for any damages, which are caused or associated with any FTA changes to the amounts apportioned or distributed to the Austin urbanized area under Section 5307.

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

**B. CapMetro’s Responsibility:**

- A. CapMetro will remain the Designated Recipient of Section 5307 Program Funds apportioned by the FTA for the Austin urbanized area;
- B. CapMetro authorizes City to be a Direct Recipient of a share of the Section 5307 Program Funds apportioned to the Austin urbanized area based on the distribution formula established by the FTA for FTA Fiscal Years 2025 and 2026; and
- C. CapMetro authorizes this designation once to include all grant applications for FTA Section 5307 Program Funds submitted by City to FTA during the term of this MOU.

**C. Round Rock Responsibility:**

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

**III. TERM OF MOU**

This MOU will be executed and effective as of the date of the last Party to sign (the “Execution Date”) and expire on the last day of the FTA Fiscal Year 2026. The Parties may mutually agree, in writing, to extend the term of this MOU. This MOU may be terminated or modified by thirty (30) days advanced written notice by either Party. In the event that either Party shall be in default of its material obligations under this Agreement and shall fail to remedy such default within thirty (30) days after receipt of written notice thereof, this MOU may be terminated at the option of the Party, not in default upon expiration of the thirty (30) day period.

**IV. INCORPORATION OF DOCUMENTS**

This MOU incorporates by reference the following attachments:

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

**V. MISCELLANEOUS**

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

**VI. SIGNATORY**

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

**Capital Metropolitan  
Transportation Authority**

**City of Round Rock**

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

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

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

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

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

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Board of Directors

Item #: AI-2024-1273

Agenda Date: 9/23/2024

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to implement the Spring 2025 Service Changes.

**FISCAL IMPACT:**

Funding for this item is available in the FY 2025 Operating Budget.

**STRATEGIC PLAN:**

Strategic Goal Alignment:

1. Customer       2. Community

Strategic Objectives:

- 1.1 Safe & Reliable Service     1.2 High Quality Customer Experience     1.3 Accessible System
- 2.1 Support Sustainable Regional Growth     2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs     2.4 Regional Leader in Transit Planning
- 4.1 Fiscally Responsible and Transparent

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

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

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on September 23, 2024.

**EXECUTIVE SUMMARY:** The following is a high-level summary of the recommended service changes for Spring 2025:

- Introduce Service for CapMetro Rapid 800 Pleasant Valley and 837 Expo Center - As a priority

investment under Project Connect, designated by the FTA as Small Starts project, these CapMetro Rapid lines will provide new and important transit connections for the community. Initial service levels will begin once the essential infrastructure is in place, and service and operations testing are complete, anticipated in Spring 2025. It is important to note that as the agency introduces the new CapMetro Rapid lines, customers should expect further enhancements beyond the initial launch. The initial service is an opportunity for our customers to become accustomed to the new lines, as part of their daily travel routine while operational review continues of its service with potentially concurrent testing of additional new vehicles, any associated infrastructure and construction of the end of the line facilities with charging infrastructure. When service comes online in Spring 2025, CapMetro will still be in the process of building the infrastructure for some stops along the routes and the new Park & Rides. As these are built, customers may be asked to use nearby existing/temporary local stops or new end points to access service. If there are concerns during the initial service and operations testing, the agency may adjust the implementation timeline to ensure customer reliability and safety at its discretion.

- New Pickup Zone for the Decker and Colony Park Area - A new Pickup service zone for the Decker and Colony Park areas in Northeast Austin will provide increased access to the bus network, key grocery, medical, and residential destinations and serve as a first-last mile connection to the new Rapid 837 route.
- Minor Bus Schedule Adjustments - To improve on-time performance, select routes may receive minor adjustments to their schedules.
- Minor Rail Schedule Adjustments - Rail on Weekdays and/or Saturdays may receive minor schedule adjustments to ensure more efficient and reliable service.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Planning and Development

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1273**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management desire to implement voter approved Project Connect System Plan including Rapid lines and Pickup zones, and

WHEREAS, CapMetro received funding for two new Rapid Lines from the Federal Transit Administration’s Small Starts Program, and

WHEREAS, the proposed introduction of new services targets a historically underserved community east of I-35 to establish additional frequent, high quality transit service, and

WHEREAS, the proposed introduction of new routes meets the major service change threshold set forth in CapMetro’s Title VI Policy, and thus service equity analyses were conducted in July 2026, as required by the Federal Transit Administration’s Title VI Circular 4702.1B, and

WHEREAS, the service equity analyses found no disparate impact to minority populations or disproportionate burden on low-income populations for Routes 800 & 837, and

WHEREAS, CapMetro desires to improve connectivity in northeast Austin by partnering with Travis County to plan and operate the Decker Pickup zone, and

WHEREAS, extensive public engagement was conducted, and a public hearing was held on September 11, 2024.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to implement the Spring 2025 Service Changes as described in the attached service change memo with service beginning Sunday, January 12, 2025.

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

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

To: CapMetro Board of Directors  
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer  
Date: August 5, 2024  
Re: Proposed Spring 2025 Service Changes

The proposed Spring 2025 Service Change is one of the most significant service changes CapMetro has completed in several years, featuring two additional Rapid lines that are Project Connect investments, a new Pickup zone and routine adjustments across the rest of the system. This memo provides Board Members with an overview of the proposed changes, how those will be implemented, the community engagement plan in support of these proposed changes, the Title VI analysis, and more. The proposed changes will be considered by the CapMetro Board during the September 2024 Board Meeting.

## Background

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

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

## Spring 2025 Service Change Summary

The following is a high-level summary of the proposed service changes for Spring 2025.

- **Introduce Service for CapMetro Rapid 800 Pleasant Valley and 837 Expo Center** – As a priority investment under Project Connect, designated by the FTA as Small Starts project, these CapMetro Rapid lines will provide new and important transit connections for the community. Initial service levels will begin once the essential infrastructure is in place, and service and operations testing are complete, anticipated in Spring 2025. It's important to note that as the agency introduces the new CapMetro Rapid lines, customers should expect further enhancements beyond the initial launch. The initial service is an opportunity for our customers to get accustomed to the new lines, as part of their daily travel routine while operational review continues of its service with potentially concurrent testing of additional new vehicles, any associated infrastructure and construction of the end of the line facilities with charging infrastructure. When service comes online in Spring 2025, CapMetro will still be in the process of building the infrastructure for some stops along the routes and the new Park & Rides. As these are built, customers may be asked to use nearby existing/temporary local stops or new end points to access service. If there are concerns during the initial service and operations testing, the agency may adjust the implementation timeline to ensure customer reliability and safety at its discretion.
- **New Pickup Zone for the Decker and Colony Park Area** – A new Pickup service zone for the Decker and Colony Park areas in Northeast Austin will provide increased access to the bus network, key grocery, medical, and residential destinations and serve as a first-last mile connection to the new Rapid 837 route.

- **Minor Bus Schedule Adjustments** – To improve on-time performance, select routes may receive minor adjustments to their schedules.
- **Minor Rail Schedule Adjustments** – Rail on Weekdays and/or Saturdays may receive minor schedule adjustments to ensure more efficient and reliable service.

The proposed changes are in accordance with CapMetro’s proposed FY 2025 budget. CapMetro received \$65.60 million through the FTA Small Starts Grant Program for the new set of Rapid routes and is utilizing \$35.64 million in local Project Connect dollars to complete the project. FTA Small Starts projects undergo a rigorous evaluation process to assess factors such as cost-effectiveness, local support, and environmental impact before receiving federal funding assistance. This program aims to encourage the implementation of innovative and cost-effective transit solutions in communities across the United States.

If approved, the Spring 2025 Service Changes would start with the implementation of minor schedule changes on Sunday, January 12, 2025, while the Pickup Decker zone will begin service on Monday, January 13, 2025. Initial service levels for Rapid 800 Pleasant Valley and 837 Expo Center will begin once the essential infrastructure is in place and service and operations testing are complete, anticipated Spring 2025. If there are concerns during the initial service and operations testing, the agency may adjust the implementation timeline to ensure customer reliability and safety at its discretion.

The proposed Spring 2025 service change process includes a robust community engagement phase that involves notifying key stakeholders and communities at-large and soliciting input from potentially impacted interests. CapMetro will share information about its proposed Spring 2025 service changes, review community feedback, and summarize its community engagement efforts prior to bringing the proposed service change to the board for approval on Monday, September 23, 2024. Further details of engagement efforts for the Spring 2025 Service Changes can be found in the appendices of this memo.

These recommendations constitute a major service change, as it introduces a new set of routes (Rapid 800 and 837) under FTA’s Small Starts program. Thus, this necessitates a Title VI service equity analysis prior to the beginning of revenue operations. As such, a service equity analysis for the service was completed and showed no disparate impact or disproportionate burden; the initial launch of service will benefit customers and those who frequent the east Austin community. The full analysis and findings are detailed in Appendix E.

### New Rapid 800 Pleasant Valley and 837 Expo Center

As a priority investment under Project Connect, CapMetro proposes introducing Rapid 800 Pleasant Valley and Rapid 837 Expo Center. These routes incorporate frequent service on a select number of stops with faster travel times, when compared to regular Bus service. They will provide access to the community in an area growing with new development and redevelopment and establish additional frequent, high-quality transit service east of I-35. Maps detailing these routes are included in Appendix A.

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

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

These routes will begin with available resources and essential infrastructure to provide new and important transit connections for the community and support our sustainability commitment. As additional resources and infrastructure become available, the service will increase with additional amenities.

During the introduction of service, a select number of stations and new Park & Rides will be under construction; customers may be asked to use nearby existing/temporary local stops or new end points to access service. Once constructed, each route will also feature new Park & Rides with end of line charging: Rapid 837 Expo Center with Park & Rides at the Expo Center and the Delco Center; Rapid 800 Pleasant Valley with a Park & Ride at Goodnight Ranch. During construction of the new Park & Rides, the routes will have temporary alternate End of Lines (EOLs), where operators will also have a scheduled layover to allow them to take breaks. The temporary alternate EOLs are as follows:

- **Rapid 800 Pleasant Valley:** temporarily at Vertex/Slaughter Lane (from Slaughter Lane, the operator will turn right on Vertex). Once constructed, the EOL will extend to the new Goodnight Ranch Park & Ride on Slaughter Lane.
- **Rapid 837 Expo Center:** temporarily at Loyola Lane/Decker Lane (from Loyola Lane, the operator will turn left on Wentworth, right on Colony Loop Drive, right on Decker Lane to Loyola Lane). Once constructed, the EOL will extend to the new Expo Center Park & Ride near Decker Lane/Loyola Lane.

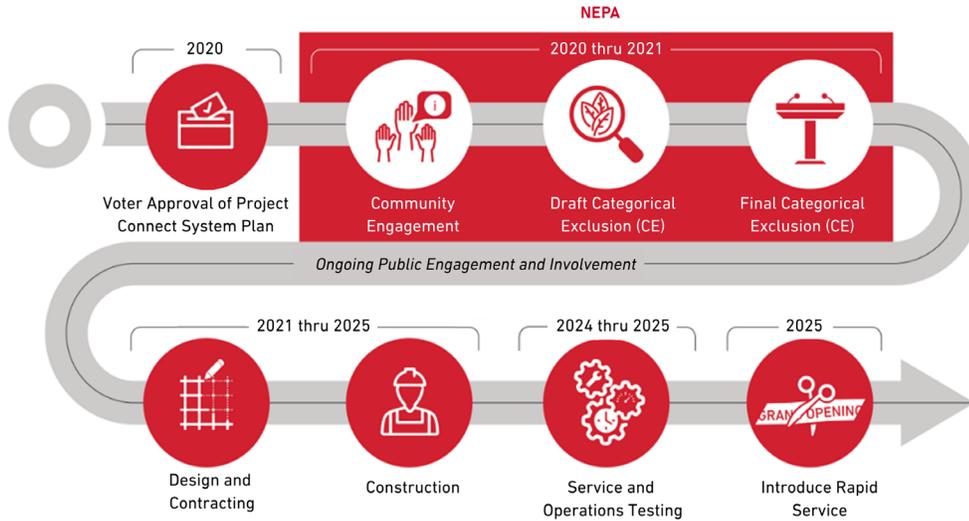
As presented in the [June 2024 CapMetro Board of Directors Meeting](#), electric buses are being purchased and their supporting charging infrastructure is being constructed in support of CapMetro’s sustainability commitment and to be carbon-neutral by 2040. Due to ongoing Park & Ride construction, recent challenging developments in the bus manufacturing industry, and the state of battery electric buses, Rapid 800 Pleasant Valley and 837 Expo Center will initially utilize diesel vehicles. These Rapid routes will ultimately operate all zero-emission vehicles and existing electric vehicles will be strategically deployed across the system until the entire service is supported with zero-emission vehicles. By decreasing single-occupancy cars and traffic, and encouraging transit-use, the introduction of additional Rapid service continues to support our sustainability plan.

Given available resources and infrastructure, initial service levels would be as follows. The frequencies will increase once the Park & Rides and electrification infrastructure is in place and new systems technologies are ready.

- **Weekday** – 5:00 a.m. to 10:00 p.m. at 20-minute frequency and 10:00 p.m. to 12:30 a.m. at 30-minute frequency
- **Saturday** – 6:00 a.m. to 8:00 p.m. at 20-minute frequency and 8:00 p.m. to 12:00 a.m. at 30-minute frequency
- **Sunday** – 6:00 a.m. to 7:00 p.m. at 20-minute frequency and 7:00 p.m. to 11:30 p.m. at 30-minute frequency

The introduction of new Rapid service builds on the voter-approved Project Connect System Plan and its associated engagement efforts (*Figure 1*). During these efforts, CapMetro engaged the community on the project by hosting public meetings to discuss the routes and gather feedback. As part of the National Environmental Policy Act (NEPA), public comments were documented and incorporated into final design considerations. Further details on prior engagement efforts can be found in Appendix C.

*Figure 1. Implementation Process for Rapid Service*



### New Pickup Zone for the Decker and Colony Park Area

Pickup Decker was planned and is partially funded in partnership with Travis County ([Travis County TDP](#)) to provide a neighborhood and activity-centered transit solution in an area of Austin that has been historically underinvested. The Travis County partnership is contingent upon approval of an interlocal agreement between CapMetro and the County for FY 2025. Pickup is well-suited to serve neighborhoods where typical fixed route transit services may be less feasible due to neighborhood geography and street grid connectivity.

Staff proposes a new zone, Pickup Decker, that will provide a flexible service in the Northeast Austin area and connectivity to the proposed Rapid 837 Expo Center. It will also serve as a first-and-last-mile service to Local Routes [20 Manor Road/Riverside](#), [233 Decker/Daffan Ln](#), [237 Northeast Feeder](#) and [339 Tuscany](#). Currently, there are no plans to modify other services as part of the proposed zone. However, CapMetro has begun work on its update to the System Plan that will include an evaluation of all current services and future needs, which will include broad community outreach and could lead to future bus route adjustments.

The proposed zone will approximately be bordered by Springdale Road to the west, US 290 to the north, Decker Ln to the east, and E. Martin Luther King Jr to the south. Pickup Decker may include destinations such as Community First! Village, Travis County Exposition Center, University Hills Austin Public Library, the Colony Park neighborhood and numerous schools (elementary through high school). Service is planned to operate between 7 a.m. – 7 p.m. on weekdays and 10 a.m. – 6 p.m. on Saturdays. Service aims to provide on-demand, curb-to-curb service while increasing frequency for neighborhood residents.

Initial public engagement efforts for Pickup Decker began on June 27, 2024, with the launch of an online survey, CapMetro Alerts, and social media promotion. CapMetro has informed key stakeholder groups and leaders of the proposed new service and has reached out to select businesses and organizations throughout the proposed zone to seek input on destinations, service levels and zone boundaries. Proposed service details and Pickup Decker zone boundaries will be presented to the community and Board of Directors once community engagement efforts have concluded. Further details of the initial engagement efforts can be found in Appendix D.



Appendix B: Proposed Pickup Decker Service Area



## Appendix C: Community Engagement for New Rapid 800 Pleasant Valley and 837 Expo Center

Upcoming engagement efforts for Rapid services build upon extensive outreach and feedback gathered during the development of the voter-approved Project Connect System Plan. Below is a summary of key past and upcoming engagement activities for Rapid 800 Pleasant Valley and 837 Expo Center, both priority investments under Project Connect. Upcoming engagement will include tailored outreach to ensure customers are informed and able to provide feedback. All print and online materials will be available in Spanish and other languages upon request.

### Prior Engagement Activities (Engagement Phase I), 2021-2022

- **Virtual Public Meetings with Live Q&A and Surveys:**
  - [Rapid Virtual Public Meetings, February 2021 to March 2021](#)
    - Approximately half of the feedback was related to project elements and design. Feedback from these public meetings was directly associated with the new station design.
  - [Rapid Virtual Community Update with Live Q&A and Survey, September 2021](#)
    - Detailed information and artist renderings were shared. The meeting was designed to communicate upcoming project details while providing an opportunity for real-time interaction and feedback.
  - [Rapid Community Update Meeting with Live Q&A and Survey, February 2022](#)
    - An overview of the planned Rapid routes and Park & Rides were shared, including project timelines, service amenities and characteristics, and funding. After the presentation, feedback on the importance of amenities was gathered through an online pooling tool.
- **Meetings with Stakeholder Groups and Advisory Committees:**
  - Project updates were discussed with the Project Connect Ambassador Network (PCAN), Interagency Technical Advisory Group and CapMetro Advisory Committees
  - Meetings with community groups, non-profit organizations and neighborhood homeowner associations
- **Various Updates and Notifications:**
  - Monthly eNewsletter and Corridor Program Office eNewsletter
  - Social media posts and event notifications
  - Rapid promotional videos and Fact Sheets
  - Tabling at events, such as the Festival of Good at Goodnight Ranch
  - Direct feedback email, project hotline, and in-person Project Connect office
  - In-person outreach during the groundbreaking in 2022

### Upcoming Service Change Engagement (Engagement Phase II): August 12<sup>th</sup>-September 11<sup>th</sup>, 2024

- **Service Change Webpage with Comment Box:**
  - A virtual presentation will be posted on the webpage
  - A reference and link will be included on the Project Connect webpage
- **At-Stop Signage:**
  - Signage will be posted at key locations along the corridor
- **In-Person and Virtual Public Meetings:**

- CapMetro will host two in-person public meetings at community centers along the routes, including September 4th from 9:30AM-11:30AM at the Austin Public Library Southeast branch and September 5th from 3:00PM-6:30PM at the Austin Public Library University Hills Branch
- CapMetro will also host a virtual public meeting on September 10th from 6PM-7PM
- **Communication and Meetings with Stakeholders and the Community:**
  - CapMetro will email and provide presentations for stakeholders, neighborhood groups and community-based organizations
  - Flyers will be provided at tabling opportunities and relevant community events
- **Advisory Committees:**
  - CapMetro will present at the September 2024 CapMetro Customer Satisfaction Advisory Committee (CSAC), the Access Advisory Committee and the Project Connect Community Advisory Committee (CAC)
  - Email updates will be provided to the Public Safety Advisory Committee (PSAC), the Diversity, Equity and Inclusion (DEI) Advisory Group, and the disabilities rights group ADAPT
- **Operator Communications:**
  - All operators with Keolis will receive notice through posters in breakrooms, direct email, and TimePoint TV
  - CapMetro will also discuss the proposed changes with operators during at-stop outreach
- **Message Centers:**
  - Signage will be placed onboard directly behind operator's seats
- **Brochures:**
  - Brochures will be available onboard at the front of the bus
- **CapMetro Alerts Text Messages:**
  - Email and text will go out to associated subscribers
- **Social Media Posts:**
  - A campaign to inform the community-riders and non-riders about the future potential changes
  - Targeted social media posts between 8/12-9/11
- **Public Hearing Notice and Public Hearing: 9/11**

Future Engagement Activities for Implementation (Engagement Phase III): Anticipated Spring 2025

- **CapMetro Alerts Text Messages:**
  - Email and text will go out to associated subscribers to inform them of the introduction of service
- **Social Media Posts:**
  - A campaign created to inform the community-riders and non-riders about introducing Rapid service
  - Targeted social media posts
- **Message Centers:**
  - Signage will be placed onboard directly behind operator's seats
- **Brochures:**
  - Brochures will be available onboard at the front of the bus
- **Communication and Meetings with Stakeholders and the Community:**

- CapMetro will email and provide presentations for stakeholders, neighborhood groups and community-based organizations
- Flyers will be provided at tabling opportunities and relevant community events
- **Advisory Committees:**
  - Email updates will be provided to the CapMetro Customer Satisfaction Advisory Committee (CSAC), the Access Advisory Committee, the Project Connect Community Advisory Committee (CAC), Public Safety Advisory Committee (PSAC), the Diversity, Equity and Inclusion (DEI) Advisory Group, and the disabilities rights group ADAPT
- **At-Stop Signage and Outreach:**
  - Notify businesses and residents through at-stop signage, postcards and digital communications.
- **At-Stop Outreach:**
  - Engaging at stops along the CapMetro Rapid Lines to let riders know about new service.
- **Blockwalking:**
  - Notifying key businesses along the CapMetro Rapid Lines about the new service.

## Appendix D: Community Engagement for the Pickup Decker Zone

The following is a list of engagement efforts already conducted and planned for the proposed Pickup Decker zone, including tailored outreach to ensure customers are informed and able to provide feedback. All print and online materials will be available in Spanish and other languages upon request.

### Community Outreach

- **Survey with Associated Promotion:** CapMetro sent 12,000 postcards to Decker businesses and residents encouraging survey participation, held two public meetings, conducted at-stop outreach, and promoted the survey on social media.
- **Social Media Posts:** A campaign was created to inform the community—riders and non-riders about the future potential changes. Targeted social media posts for the associated zip codes occurred between 7/9-7/20.
- **At-Stop Signage:** Placed at key stops throughout the proposed Pickup zone.
- **Pickup App Alerts:** Email and app alerts sent to all registered Pickup and fixed route customers.
- **Flyers:** Informational flyer created for organizations, elected officials, or other community members to disseminate to their networks.
- **Service Change Webpage:** Webpage with information about the proposed change, including the public hearing details and CapMetro contact information for questions
- **Advisory Committees:** Will present at the CapMetro Customer Satisfaction Advisory Committee (CSAC), the Project Connect Community Advisory Committee (CAC), and Access Advisory Committee in September 2024. Email updates will be provided to the Public Safety Advisory Committee (PSAC), the Diversity, Equity and Inclusion (DEI) Advisory Group, and the disabilities rights group ADAPT.
- **Public Hearing Notice and Public Hearing:** September 11, 2024
- **Ongoing Communication & Engagement with Area Leadership:** including but not limited to government affairs outreach and notifications to key community stakeholders and elected officials comprising the local, state and federal delegation that represents CapMetro’s service area.
- **In-Person and Virtual Public Meetings:** Hosted several public meetings to discuss proposed changes, ensuring community members have the opportunity to provide input on the proposed zone and ask questions.

### Phase I Engagement (Educational Demonstrations about Pickup), March – April 2024

- Public Input Website Launched — 2/6
- Tabling at STEM Night at Overton Elementary — 2/29 from 4:30PM-7PM
- Colony Park “It’s My Park Day” Event Sponsor — 3/2 from 7AM-12:30PM
- Tabling at Spring Fling at Turner Roberts Recreation Center— 3/23 from 10AM-12:30PM
- Tabling at Equidad ATX Food Distribution Event at Turner Roberts Recreation Center — 3/28 from 10AM-11AM
- Presentation at Equidad Voices— 4/5 from 9:45AM-10:45AM
- Tabling at Equidad ATX Food Distribution Event at Turner Roberts Recreation Center — 4/2 from 10AM-11AM

### Phase II Engagement (Feedback Collection), June – July 2024

- CapMetro Alerts sent to customers in the proposed area — 6/26

- Social Media posts — 6/27
- Tabling at Equidad ATX Food Distribution Event at Turner Roberts Recreation Center — 6/27 from 10AM-11AM
- Emails to businesses and neighborhood associations — week of 7/1
- Virtual Presentation at Colony Park Core Team Meeting — 7/2 from 10AM-11:30AM
- Block Walking at key businesses in the zone — 7/3, 7/8 & 7/17
- Virtual Presentation at Community Outreach Leaders Meeting — 7/3 from 10AM-11AM
- At-stop signage (48 bus stops within proposed study area) — week of 7/8
- At-Stop Outreach — 7/8-7/11 (5 highly utilized stops from 7AM-9AM and 4PM-6PM)
- Social Media ads (targeted) — 7/9 - 7/20
- Social Media posts advertising survey & proposed zone — 7/11
- Postcards (to businesses, homes and apartments within proposed study area) — week of 7/16
- Block Walking in neighborhood — 7/17 from 8AM-10AM
- CapMetro Alerts sent to customers in the proposed area — 7/22
- Social Media post advertising Public Meetings — 7/27
- In-Person engagement at Community First! — 7/24 from 1PM-3PM
- In-Person Public Meeting — 7/25 from 2:30PM-4:30PM at University Hills Public Library
- Virtual Public Meeting — 7/31 from 6PM-7PM

### Phase III Engagement (Implementation), January 2025

- CapMetro Alerts sent to customers in the zone
- Social Media Posts
  - A campaign created to inform the community of the Pickup Decker launch in January 2025
  - Targeted social media posts in Spring 2025
- Postcards (to businesses, homes and apartments within zone)
- In-person Educational Demonstrations of Pickup: Equidad ATX Food Distribution at Turner Roberts Recreation Center January 23<sup>rd</sup>, 2025 from 10AM-11AM and Community First! in January 2025

## Appendix E: Title VI Service Equity Analyses for Rapid 800 Pleasant Valley and 837 Expo Center Services

### Project Overview

CapMetro is excited to introduce two new rapid bus lines, Rapid 800 Pleasant Valley and Rapid 837 Expo Center. The Pleasant Valley route will serve major neighborhoods and employment centers in east and southeast Austin. Additionally, the Expo route will extend from the Colony Park neighborhood through northeast Austin and Mueller to downtown, medical, and university areas. Both routes have been designated by the Federal Transit Administration (FTA) as Small Starts projects.<sup>1</sup>

### Guidance for Title VI Compliance

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

Specifically, the FTA Circular 4702.1B notes that a Service Equity Analysis for a “Small Starts” project must be completed six months before its revenue service:

*Transit providers that have implemented or will implement a New Start, Small Start, or other new fixed guideway capital project shall conduct a service and fare equity analysis. The service and fare equity analysis will be conducted six months prior to the beginning of revenue operations, whether or not the proposed changes to existing service rise to the level of “major service change” as defined by the transit provider. All proposed changes to parallel or connecting service will be examined... The service equity analysis shall include a comparative analysis of service levels pre-and post- the New Starts/Small Starts/new fixed guideway capital project. The analysis shall be depicted in tabular format and shall determine whether the service changes proposed (including both reductions and increases) due to the capital project will result in a disparate impact on minority populations. (FTA C 4702.1B, Chap. IV-21)*

CapMetro completed the Title VI Service Equity Analyses for both new rapid lines in June 2024, and the results of the analyses are documented below.

### Title VI Service Equity Analysis Methodology

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

Service changes are determined to have a Disparate Impact on minority populations if the adverse impacts experienced by minority riders is greater than 2% when compared to the adverse impacts

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

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

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

**Expo and Pleasant Valley Rapid Analysis**

**Baseline Data**

When proposing to provide new service to a neighborhood or corridor not served by CapMetro, staff compares the population served by the proposed routes with the population in the service area using Census data. Based on Census data, the population in CapMetro’s service area is 52.4% minority<sup>2</sup> and 14.5% people with low incomes<sup>3</sup>, as shown in the table below.

*Table 1: Baseline Data, CapMetro Service Area*

<b>Protected Class</b>	<b>Service Area</b>	<b>Source</b>
Minority	<b>52.4%</b>	2020 Decennial Census Blocks
Low-Income	<b>14.5%</b>	American Community Survey, 5-year, 2022-2018, Census Tracts

<sup>2</sup> Minority is defined as people who are non-White or of Hispanic or Latino origin.

<sup>3</sup> People with low incomes are defined as people who are within 125% of the federal poverty threshold.

Figure 1: CapMetro Service Area

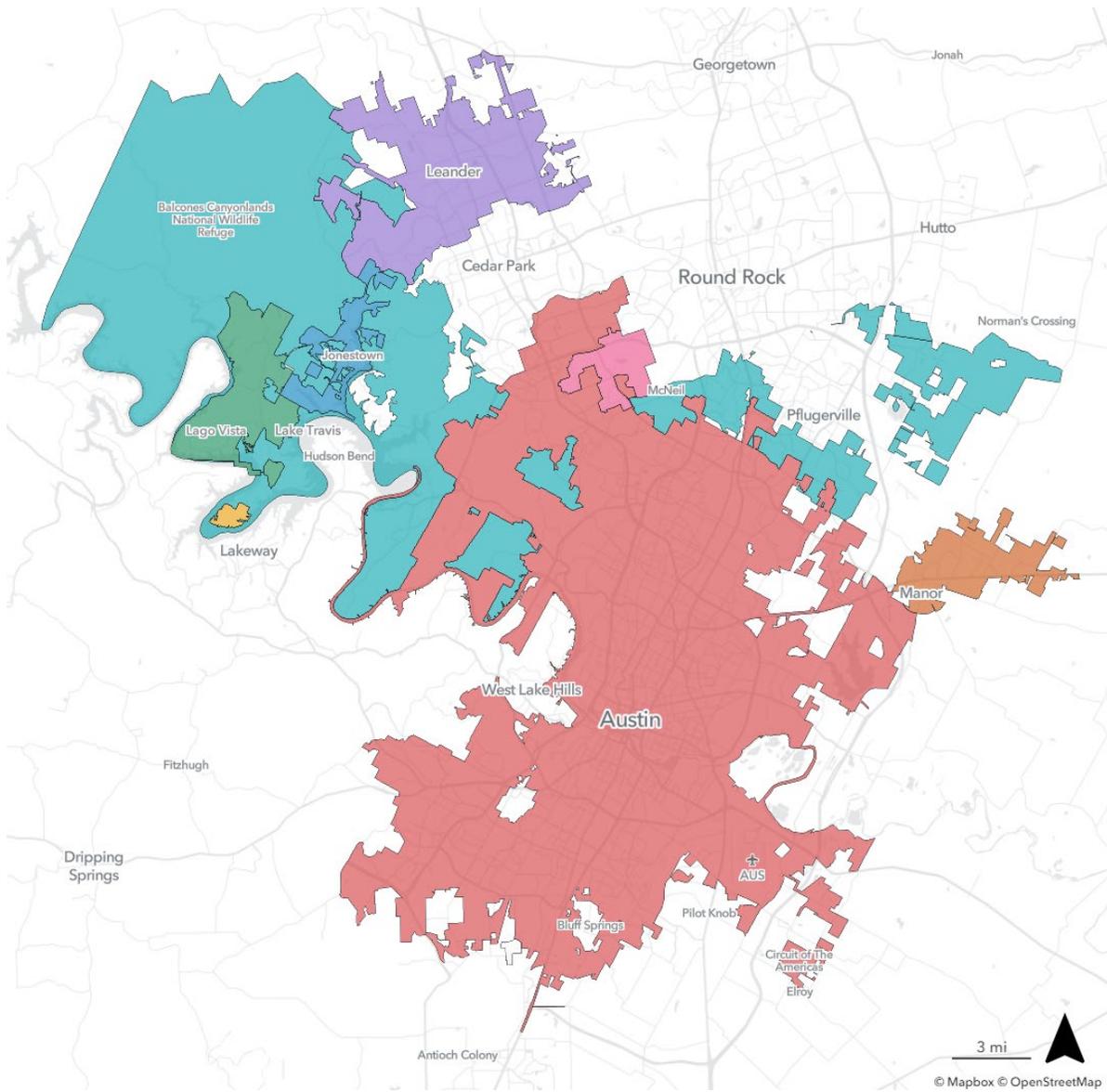


Figure 2: Median Household Income in Central Texas and CapMetro Routes

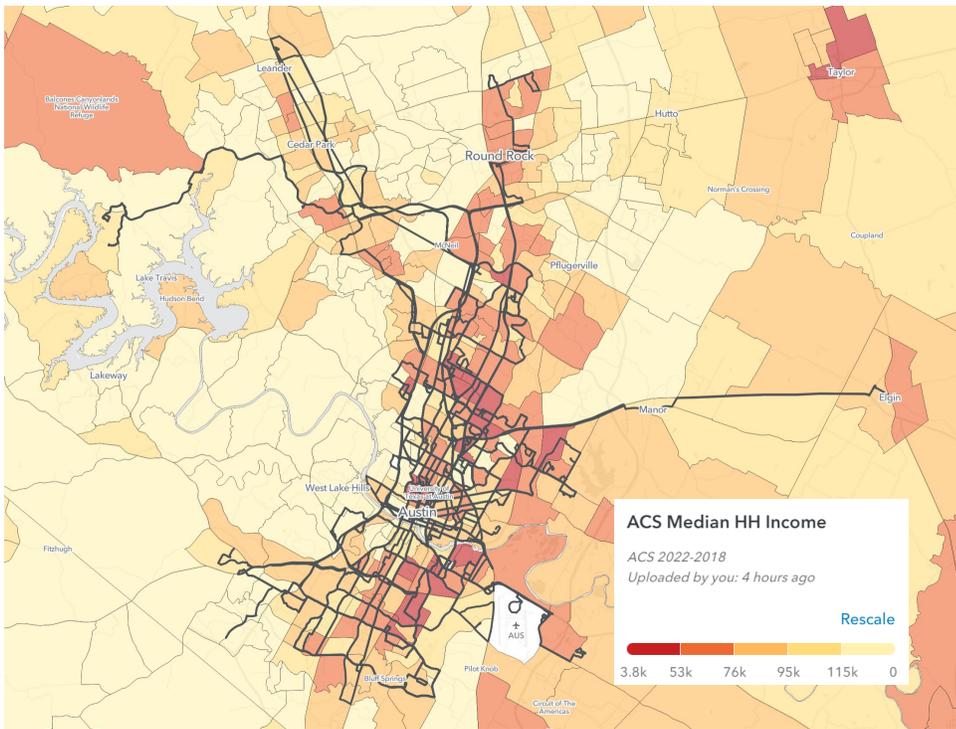
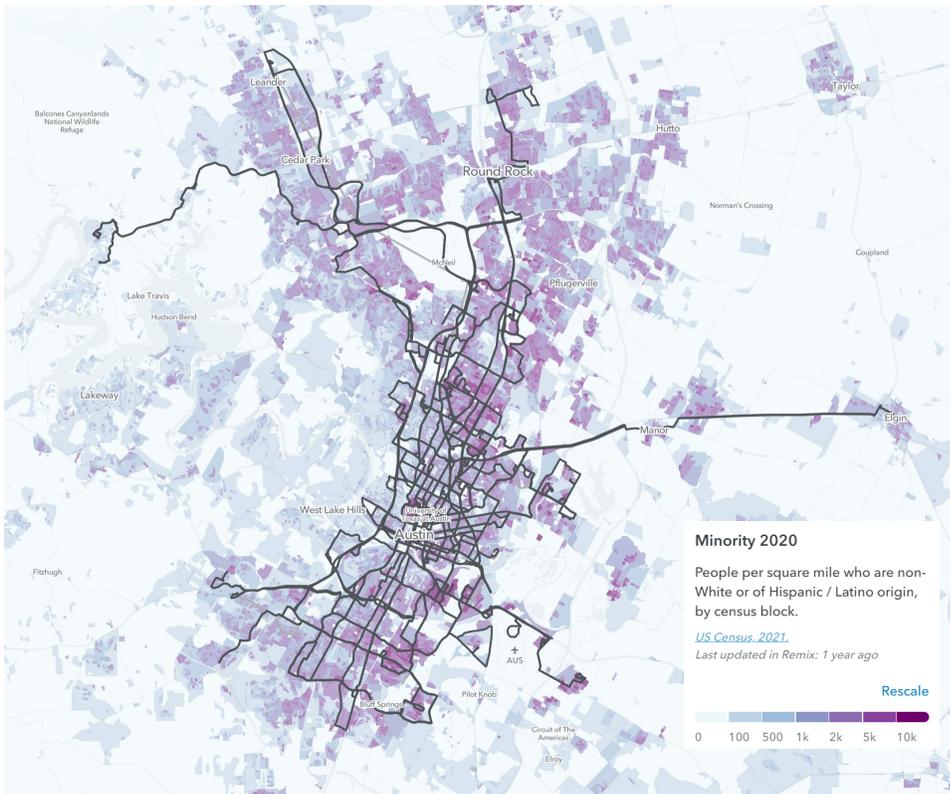


Figure 3: Minority Population in Central Texas and CapMetro Routes



## Demographics of Proposed Routes

Staff utilized Remix to obtain Census data for the area within a 0.25-mile radius around proposed new bus stops. As shown in Table 2, proposed Rapid 837 Expo Center has a slightly higher than average minority population, and proposed Rapid 800 Pleasant Valley has a higher-than-average minority and low-income population.

Figure 4: Pleasant Valley and Expo Rapid Lines, Minority Population and Median Household Income Data

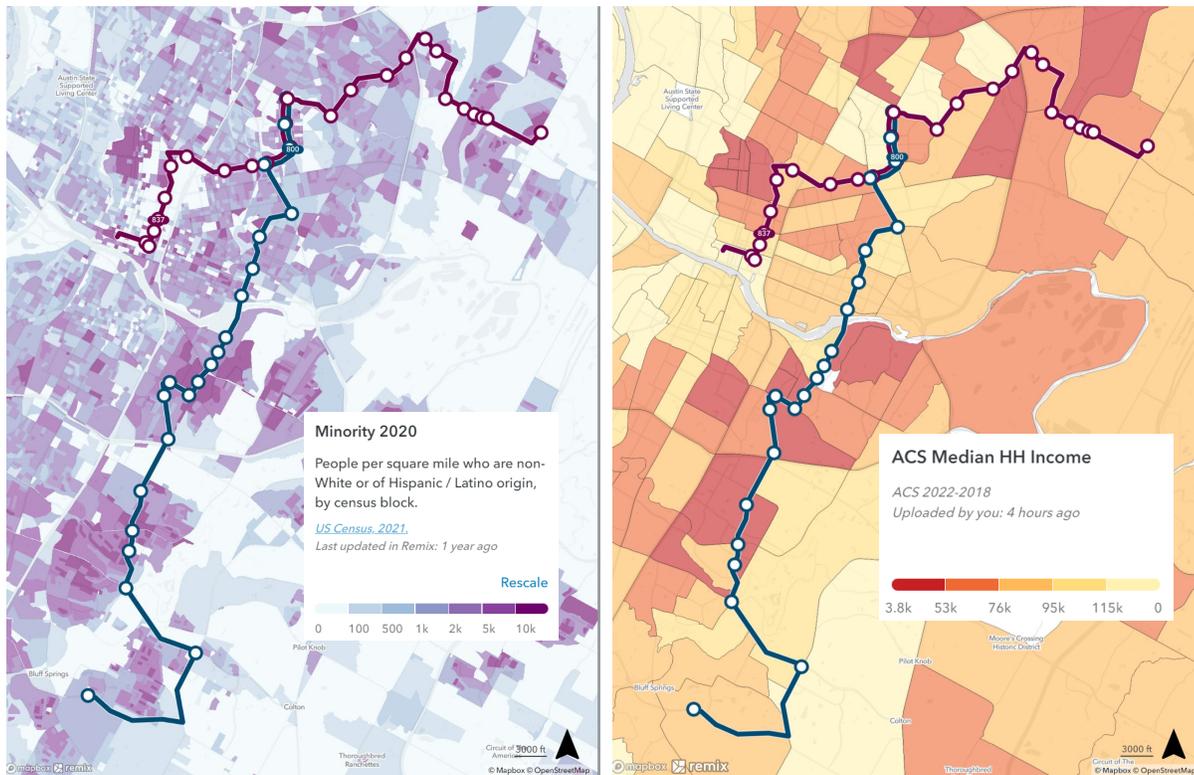


Table 2: Demographics of Proposed Routes

Route	Minority (Census)	Low-Income (Census)	Minority <sup>4</sup>	Low-Income <sup>5</sup>
Rapid 837 - Expo Center	54.8%	15.8%	Yes	No
Rapid 800 - Pleasant Valley	66.0%	22.9%	Yes	Yes
Service Area Comparison	<b>52.4%</b>	<b>14.5%</b>		

<sup>4</sup> A route is “minority” if the percent of the minority population on that route is more than 2 percentage points above the average minority population in the service area.

<sup>5</sup> A route is “low-income” if the percent of people with low incomes on that route is more than 2 percentage points above the average minority population in the service area.

## Analysis Results

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

CapMetro is proposing two completely new routes, amounting to a total increase of 1,031,908 revenue miles. To ensure they receive their share of the benefit of this increase, minority populations should receive at least 50.4% of the revenue mile increase and low-income populations should receive 12.5% of the revenue mile increase (both percentages 2 percentage points less than the service area average).

### Minority Results

Based on the population located within a quarter mile of the proposed transit stops and the proposed revenue miles on each route, an increase in service will be received by a population that is 61% minority (8.6 percentage points higher than the service area average).

Route	Minority Percentage	Revenue Miles Increase	Minority Revenue Miles
837 - Expo Center Rapid	54.8%	461,212	252,795
800 - Pleasant Valley Rapid	66.0%	570,696	376,648
<b>All Changes</b>	<b>61.0%</b>	<b>1,031,908</b>	<b>629,443</b>
<b>CapMetro Service Area</b>	<b>52.4%</b>		

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

### Low-Income Results

Based on the population located within a quarter mile of the proposed transit stops and the proposed revenue miles on each route, an increase in service will be received by a population that is 19.7% people with low incomes (5.2 percentage points higher than the service area average).

Route	Low-Income Percentage	Revenue Miles Increase	Low-Income Revenue Miles
837 - Expo Center Rapid	15.8%	461,212	73,080
800 - Pleasant Valley Rapid	22.9%	570,696	130,612
<b>All Changes</b>	<b>19.7%</b>	<b>1,031,908</b>	<b>203,692</b>
<b>CapMetro Service Area</b>	<b>14.5%</b>		

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

## Conclusion

This Title VI service equity analyses was completed in June 2024 in preparation for the launch of CapMetro's Rapid 800 and 837. **No disparate impact or disproportionate burden was identified;** the initial launch of service will benefit customers and those who frequent the east Austin community. The proposed Rapid routes are expected to begin revenue service in 2025, and the Title VI analysis was done at least 6 months in advance to comply with guidance from the FTA Circular for Small Starts projects. CapMetro staff intend to present this service equity analysis, along with any other subsequent changes and corresponding service equity analyses, to the CapMetro board as part of the normal service change process.

CapMetro

# Proposed Spring 2025 Service Change

September 2024

# Overview of Proposed Spring Service Changes

- Proposed Spring Service Changes

SUNDAY, JANUARY 12

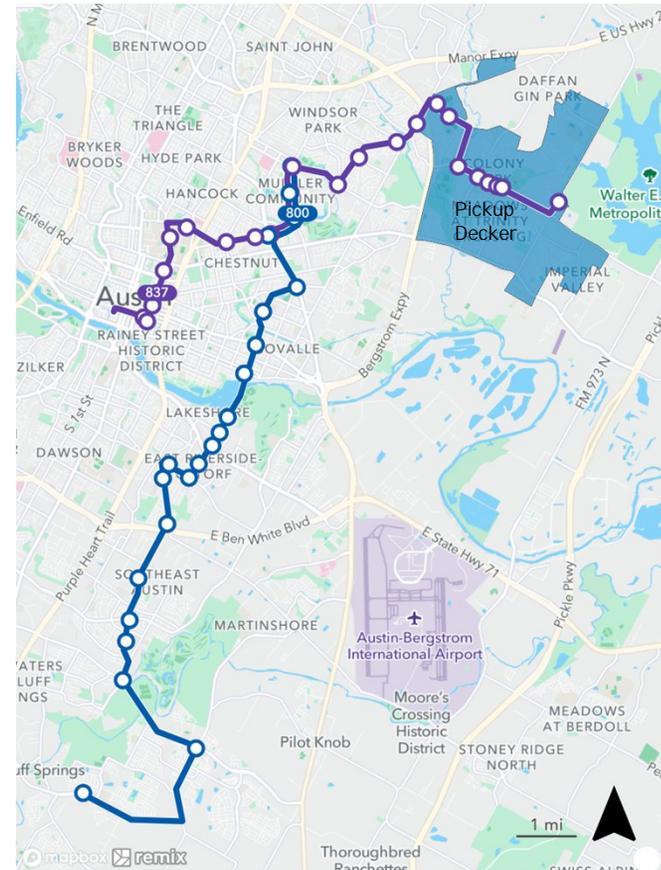
- Minor Schedule Adjustments to Bus and Rail

MONDAY, JANUARY 13

- Pickup Decker (New Service)

SPRING 2025, PENDING TESTING

- Introduction of Rapid 800 Pleasant Valley and Rapid 837 Expo Center (New Service)



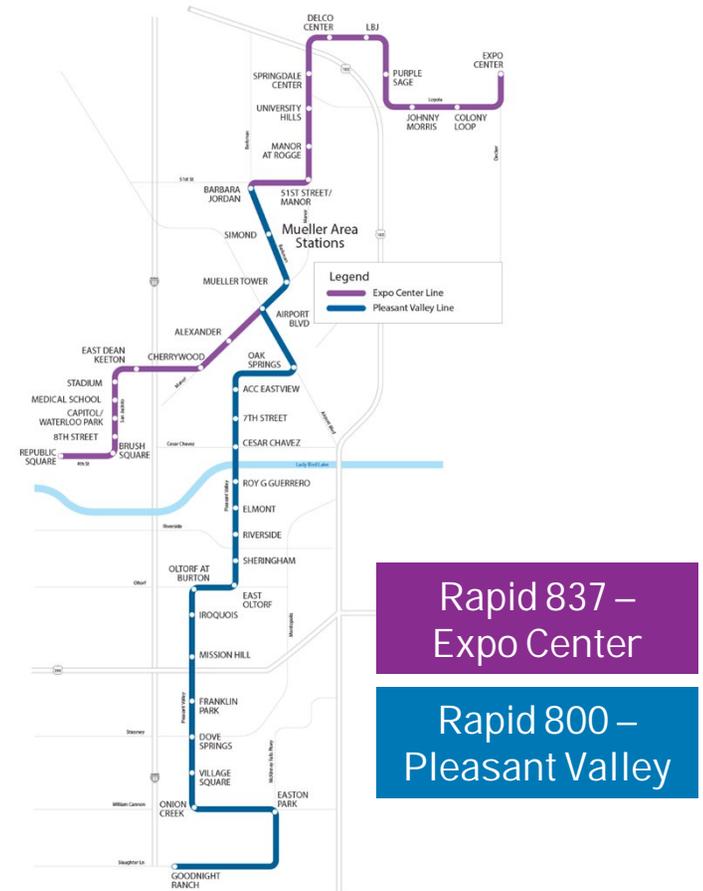


# Introduction of New CapMetro Rapid Lines

**CapMetro**

# New CapMetro Rapid Service

- \$65.60 million grant via FTA's Small Starts Program (~60% Federal Share)
- New transit connections, particularly in east Austin
- Initial phased service anticipated to begin Spring 2025 with available resources and infrastructure
- Full service programmed to be implemented in 2026



Rapid 837 –  
Expo Center

Rapid 800 –  
Pleasant Valley

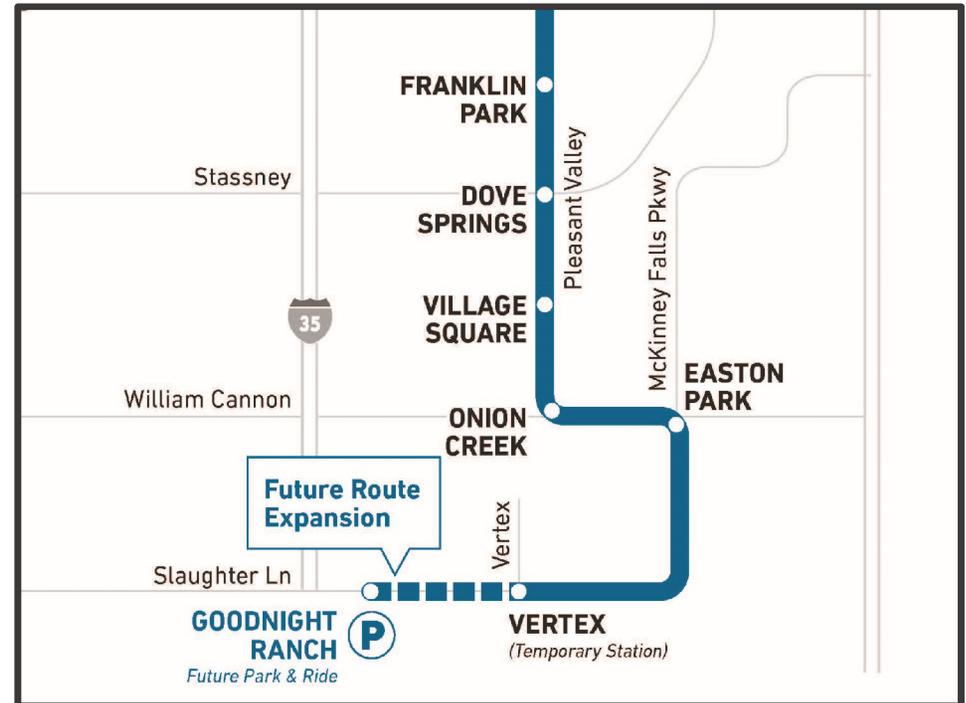
CapMetro

4

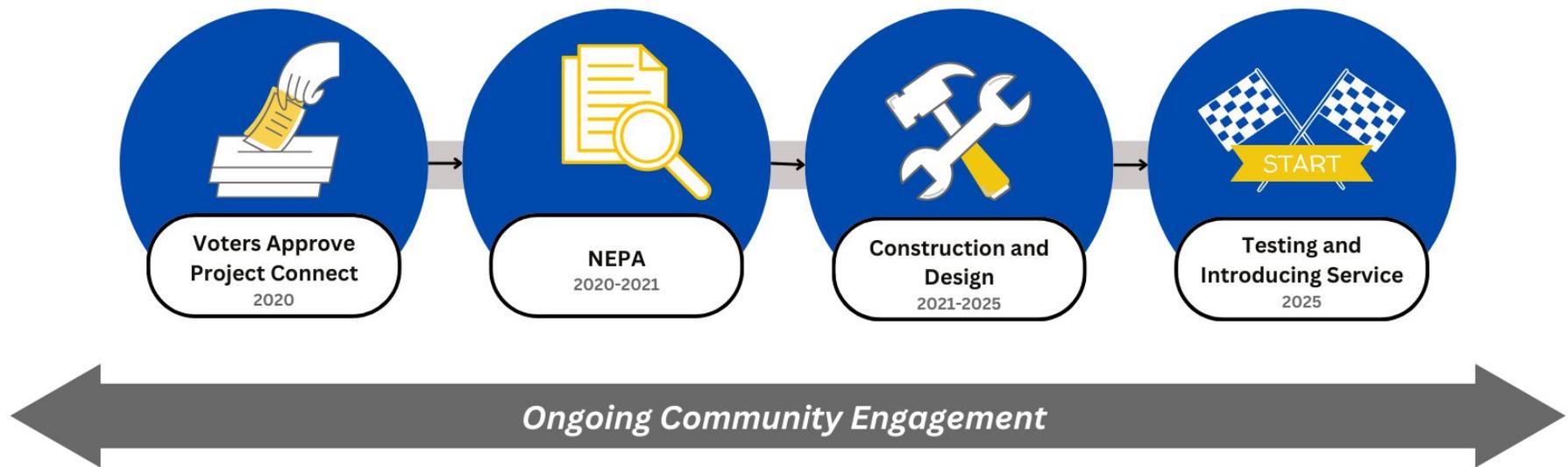
# Rapid 800 and 837 Initial Service

- Routes will initially utilize diesel vehicles
- Strategic use of battery electric buses (BEBs)
- Park and Ride construction is ongoing
  - o Expo Center - 140 spaces
  - o Goodnight Ranch – 65 spaces
  - o Will include end-of-line charging

Route 800 Temporary End-of-Line



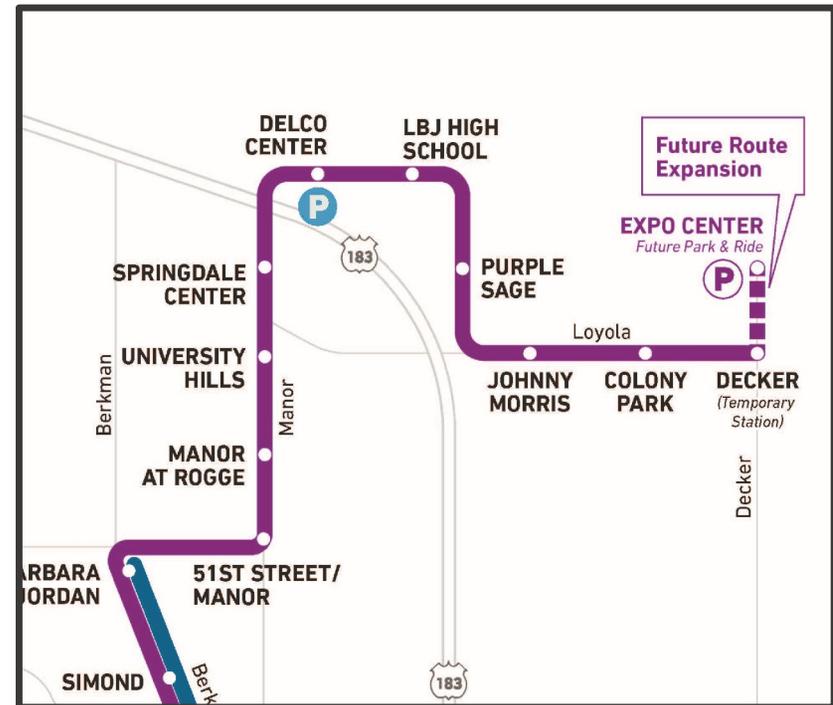
# Project Development



# Rapid 800 and 837 Initial Service

- Routes will initially utilize diesel vehicles
- Strategic use of battery electric buses (BEBs)
- Park and Ride construction is ongoing
  - o Expo Center - 140 spaces
  - o Goodnight Ranch – 65 spaces
  - o Will include end-of-line charging

Route 837 Temporary End-of-Line



**Legend**

- Expo Center Line
- Pleasant Valley Line
- Proposed Park & Ride

# Rapid 800 and 837 Initial Service

- Stations Under Construction
  - Adding ~80 stations
  - All unfinished Rapid Stations will have a temporary or existing local stop
  - Stations are currently under construction and opening as completed
- Essential amenities being installed as Rapid stations constructed:
  - Shelters
  - Benches



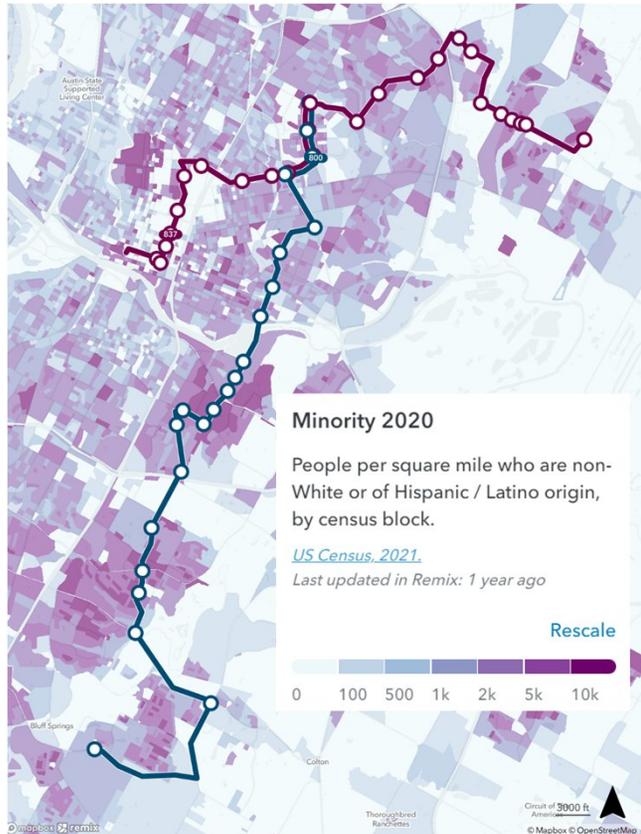
# Rapid 800 and 837 Initial Service Levels

	Span	Daytime Frequency	Late Night Frequency
Weekdays	5:00am – 12:30am	5:00am – 10:00pm	10:00pm – 12:30am
		20 minutes	30 minutes
Saturdays	6:00am -12:00am	6:00am – 8:00pm	8:00pm – 12:00am
		20 minutes	30 minutes
Sundays	6:00am -11:30pm	6:00am – 7:00pm	7:00pm – 11:30pm
		20 minutes	30 minutes

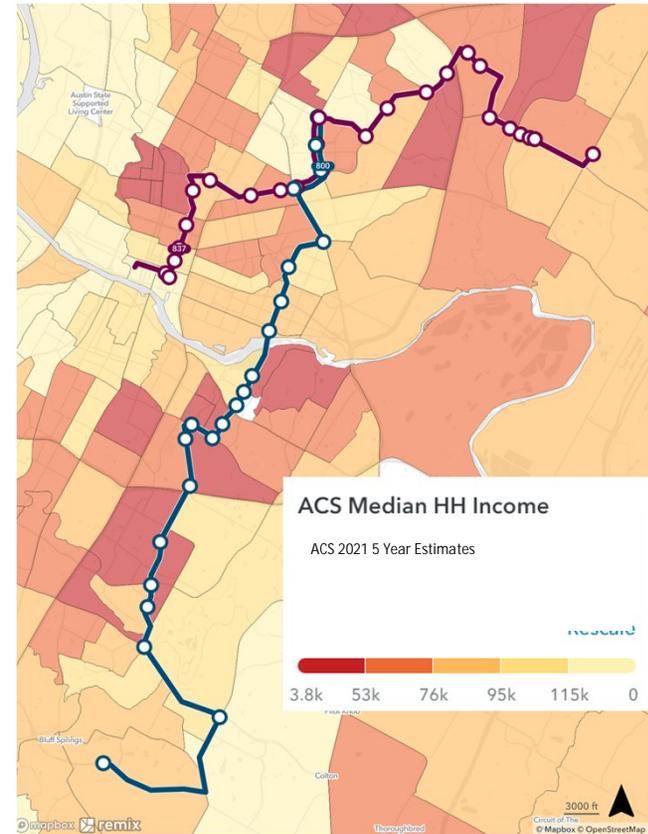
The full vision is anticipated in 2026, with the goal of providing 10-15-minute frequency on weekdays, new Park & Rides, and zero-emission vehicles on the lines.

# Title VI Analysis

## Minority Population



## Median Household Incomes

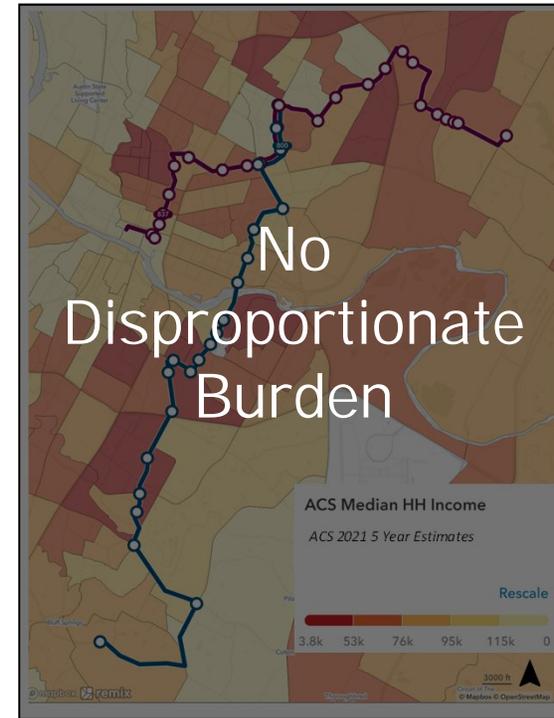


# Title VI Analysis

Minority Population



Median Household Incomes



Initial launch of service (adding +1M revenue miles) will benefit customers and those who frequent the east Austin community.

# Rapid Engagement

## Phase 1

### Project Connect Engagement

- 2019-2021
- Virtual Public Meetings
  - With Live Q&A and Survey
- Meetings with Stakeholders and Advisory Groups
- Various Updates and Notifications
  - Monthly eNewsletters
  - Social media and digital engagement
  - Tabling at community events
  - Direct feedback email, project hotline, and in-person Project Connect Office

## Phase 2

### Spring 2025 Service Change

- August 12– September 11, 2024
- Service Change Website with Comment Box
- At-Stop Signage
- In-Person and Virtual Public Meetings
- Emails and Presentations to Stakeholder Groups
- Advisory Committees
- Operator Engagement
- On-Board Brochures
- CapMetro Alerts Text Messages
- Social Media Posts
- Public Hearing

## Phase 3

### Implementation

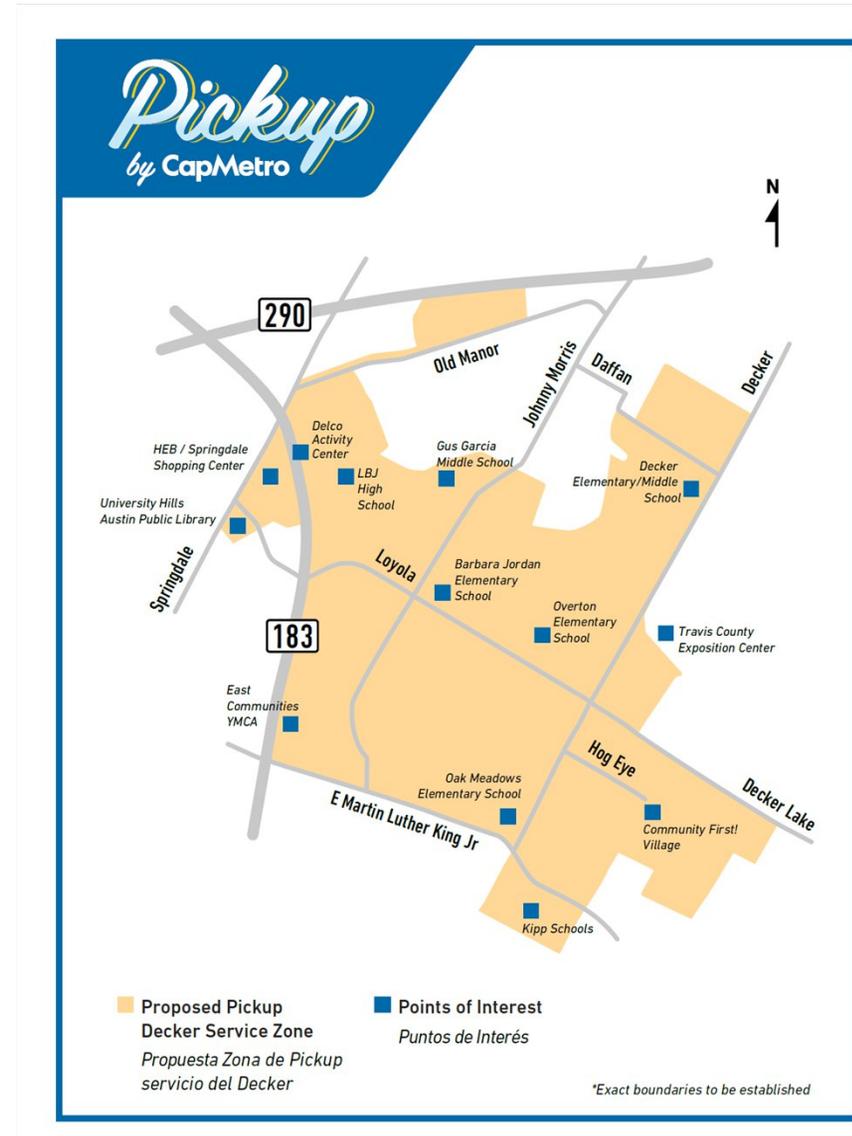
- Anticipated Spring 2025
- CapMetro Text Alerts
- Targeted social media campaign
- Advisory committees
- At-stop signage and outreach
- Blockwalking



# Decker Pickup Zone

# Decker Pickup

- Connectivity to northeast Austin destinations
- First- and last-mile connections
  - Proposed Rapid 800 and Rapid 837
  - Routes 20, 233, 237, and 339
  - No current modifications to nearby services
- Service:
  - Weekdays: 7am – 7pm
  - Saturdays: 10am – 6pm
- Partnership with Travis County to plan and operate service



# Decker Pickup Engagement

## Phase 1

### Learning About Pickup

- March – April 2024
- Public Input Site Launched (2/6/24)
- Tabling at Community Events

## Phase 2

### Collecting Feedback

- June – September 2024
- CapMetro Text Alerts
- Social Media
- Tabling at Community Events
- Stakeholder emails
- Block walking
- Virtual presentations
- At-stop outreach
- In-person engagement

## Phase 3

### Implementation

- January 2025
- CapMetro Text Alerts
- Targeted social media campaign
- Postcards
- In person demonstrations
- At-Stop Outreach
- Neighborhood Engagement
- Community Events

# Summary of Proposed Spring Service Changes



- Proposed Spring Service Changes

SUNDAY, JANUARY 12

- Minor Schedule Adjustments to Bus and Rail

MONDAY, JANUARY 13

- Pickup Decker (New Service)

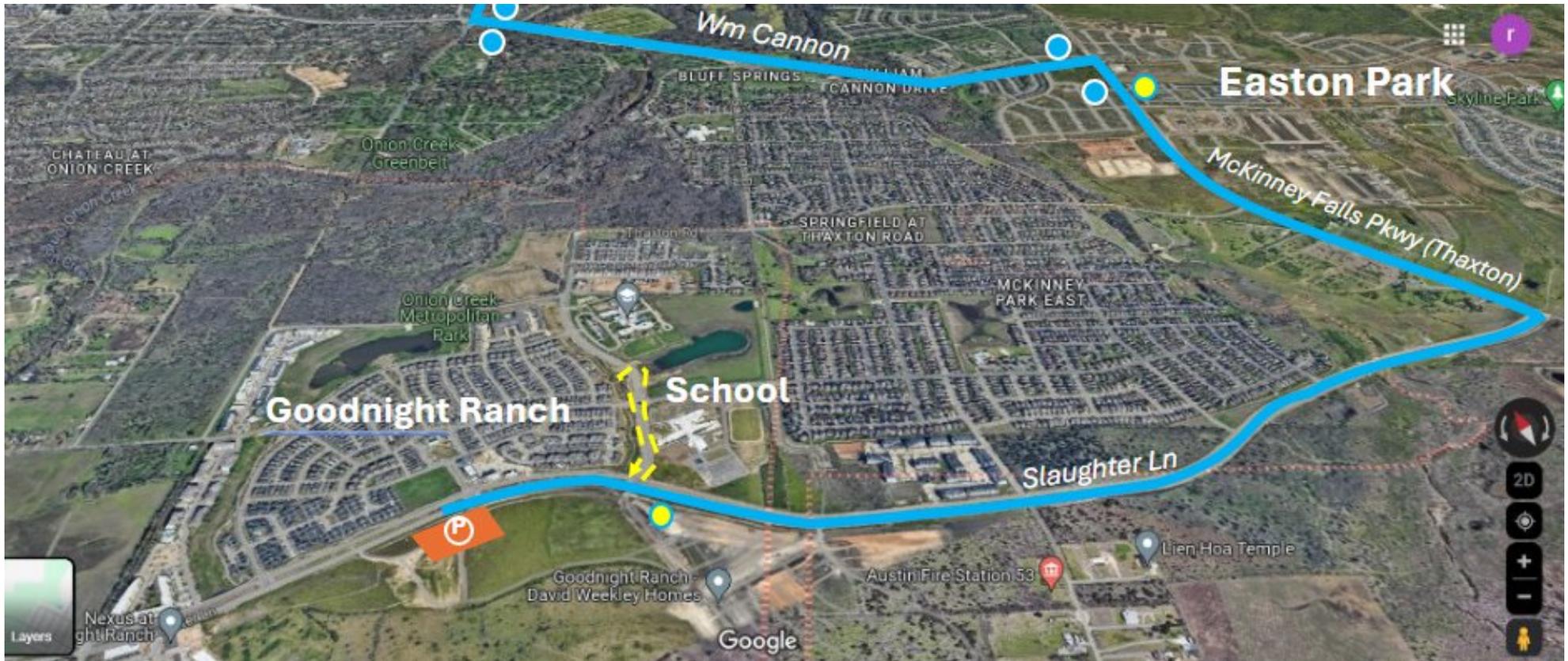
SPRING 2025, PENDING TESTING

- Introduction of Rapid 800 Pleasant Valley and Rapid 837 Expo Center (New Service)

CapMetro

Thank you!

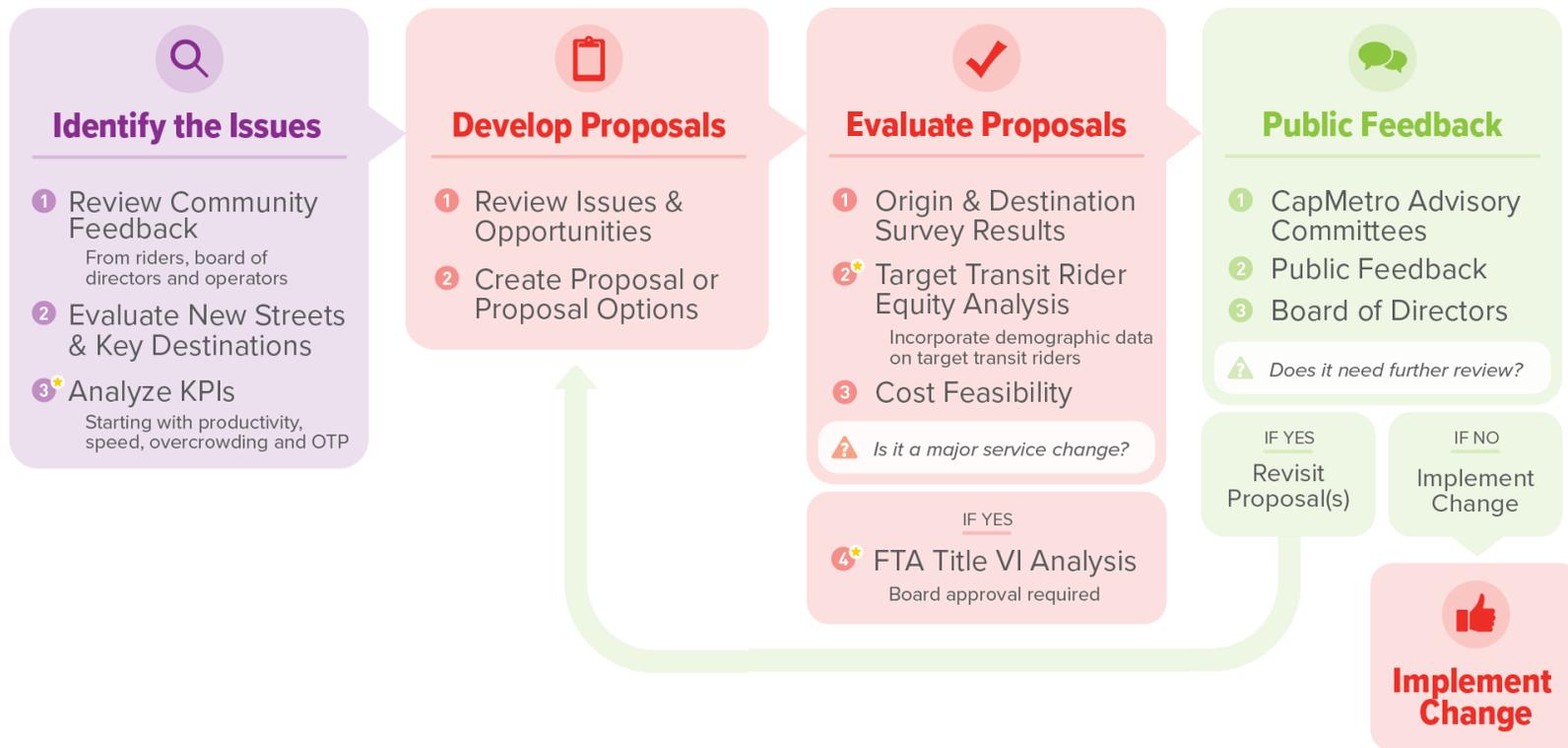
# Rapid 800 Pleasant Valley Temporary End-of-Line



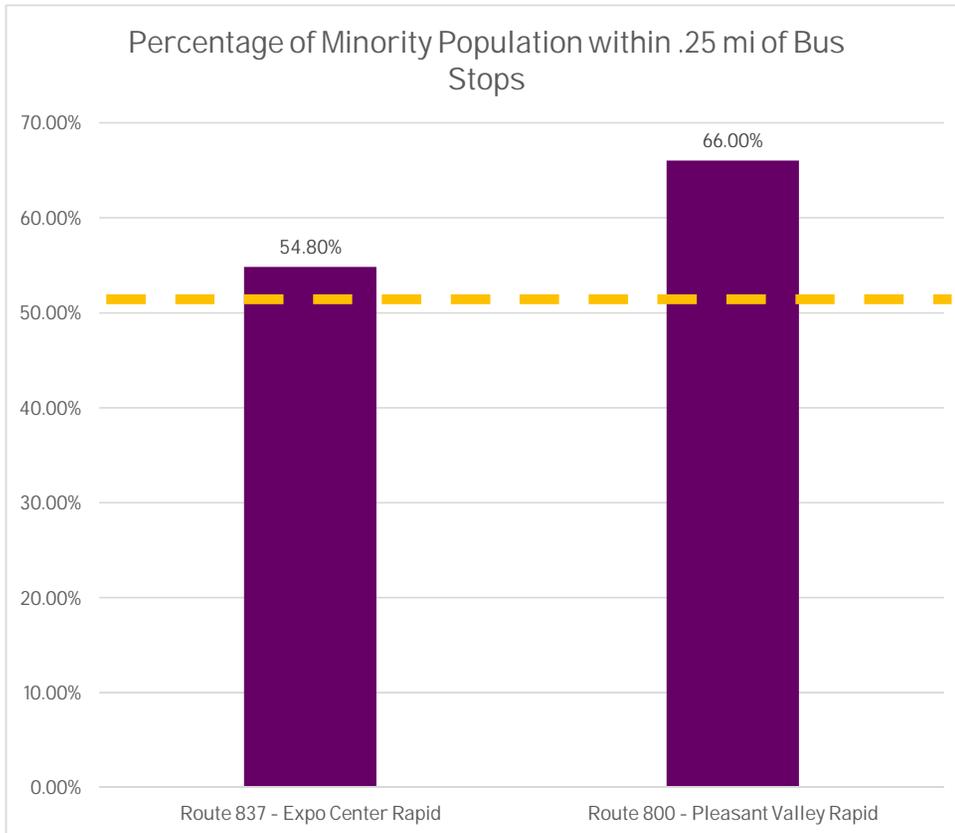
# Rapid 837 Expo Center Temporary End-of-Line



# How is a service change proposal developed?



# Data Compared to Service Area Average



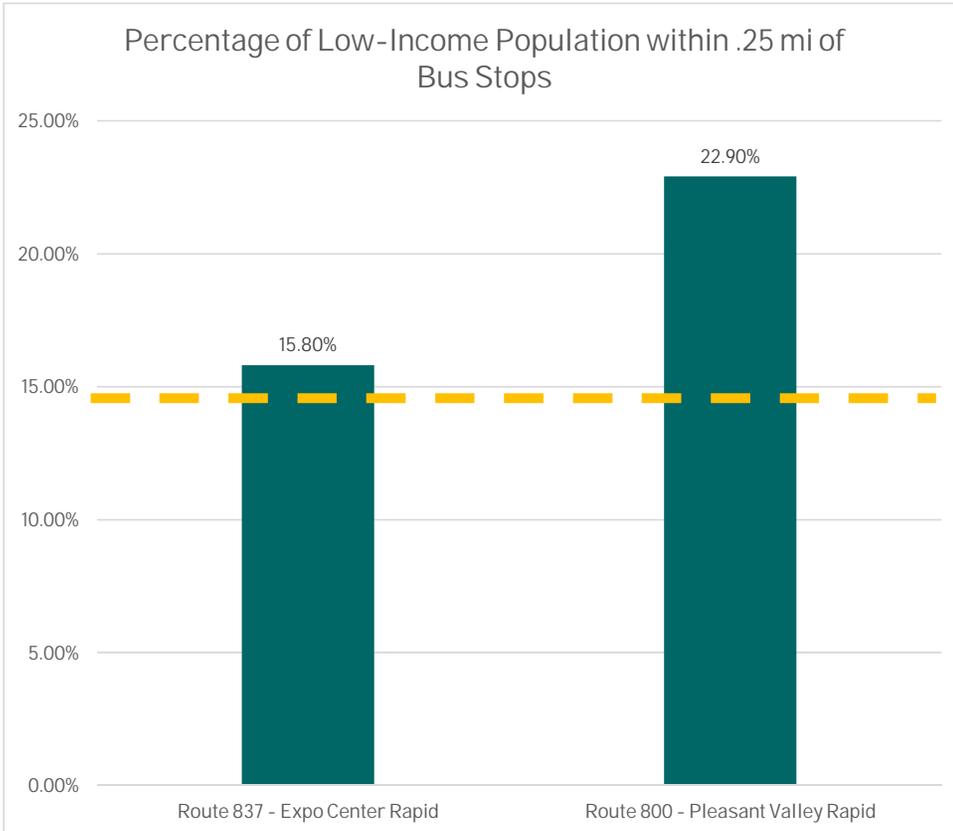
--- Service Area Average

Route	Minority Percentage	Revenue Miles Increase	Minority Revenue Miles
837 - Expo Center Rapid	54.8%	461,212	252,795
800 - Pleasant Valley Rapid	66.0%	570,696	376,648
All Changes	61.0%	1,031,908	629,443
CapMetro Service Area	52.4%		

$61\% - 52.4\% = 8.6\%$

No Disparate Impact

# Data Compared to Service Area Average



Route	Low Income Percentage	Revenue Miles Increase	Minority Revenue Miles
837 - Expo Center Rapid	15.8%	461,212	73,080
800 - Pleasant Valley Rapid	22.9%	570,696	130,612
All Changes	19.7%	1,031,908	203,692
CapMetro Service Area	14.5%		

19.7% - 14.5% = 5.2%  
 No Disproportionate Burden



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2024-1290

**Agenda Date:** 9/23/2024

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Memo: Updates on the Proposed Spring 2025 Service Change (September 16, 2024)

To: CapMetro Board of Directors  
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer  
Date: September 13, 2024  
Re: Updates on the Proposed Spring 2025 Service Changes

CapMetro staff previously advised the board (via [memo](#) – August 5th) about the proposed Spring 2025 Service Changes, which represent one of the most significant service changes in recent years. These changes feature two new CapMetro Rapid lines and a new Pickup zone in the Decker and Colony Park area, all of which are Project Connect investments.<sup>1</sup> CapMetro staff initiated a public engagement campaign to keep riders informed on the potential changes and gather input to guide the decision-making process. This memo summarizes the recent outreach efforts, and the feedback received. Further details of the engagement efforts can be found in the appendices of the memo.

The proposed service changes build upon the extensive outreach and feedback gathered during the development of the voter-approved Project Connect System Plan. CapMetro initiated preliminary outreach for the new Pickup Decker service on June 27, 2024, to seek input on destinations, service levels and zone boundaries. Feedback was primarily provided through direct communication with key stakeholders and community leaders, at-stop outreach, and an online survey.

In response to community feedback, staff refined the planned Pickup Decker zone boundary (see Appendix A). The 6.9 square-mile zone will operate weekdays from 7 a.m. to 7 p.m. and Saturdays from 10 a.m. to 6 p.m. Community input highlighted the service's role as a key first-last mile connection to several local routes<sup>2</sup> and the proposed Rapid 837 Expo Center. The zone will also provide direct access to nearby grocery stores, libraries, schools, and retail centers. Additionally, the zone overlaps with [Pickup Northeast Austin](#) east of US-183, offering transfer opportunities to additional Local routes<sup>3</sup> and the proposed Rapid 800 Pleasant Valley.

Following the initial public engagement period, focused on refining Pickup Decker service details, CapMetro launched a comprehensive public engagement period for the Spring 2025 Service Changes that included both the new Pickup service and the two Rapid lines (Appendix B). From August 12th through September 11th, 2024, community members provided feedback via an online comment box on the [CapMetro webpage](#). Community members also had the opportunity to speak at a public hearing on the proposed service changes on Wednesday, September 11th.

Staff received 45 comments through the public comment webpage. Of these:

- 14 comments requested 10-to-15-minute frequency for the proposed Rapid lines. We are committed to delivering 10-to-15-minute frequency as soon as possible and anticipate delivering the full vision in 2026. As presented, these lines will start with 20-to-30-minute

<sup>1</sup> Pickup Decker was planned and is partially funded in partnership with Travis County ([Travis County TDP](#)) to provide a neighborhood and activity-centered transit solution in an area of Austin that has been historically underinvested. The Travis County partnership is contingent upon approval of an interlocal agreement between CapMetro and the County for FY 2025.

<sup>2</sup> Local Routes [20 Manor Road/Riverside](#), [233 Decker/Daffan Ln](#), [237 Northeast Feeder](#) and [339 Tuscany](#).

<sup>3</sup> Local Routes [10 South 1st/Red River](#), [300 Springdale/Oltorf](#) and [335 35th/38th](#).

frequency using the resources and infrastructure we have available to create new and important transit connections for the community and support our sustainability goals.

- 13 comments inquired about or requested an adjustment in service levels for other bus routes. Additionally, 6 comments requested additional Pickup service in different areas. We informed commentors that CapMetro is currently updating its 10-year Transit Plan, which will look at all current services and future needs. The feedback provided will be further evaluated in this plan.

CapMetro also implemented an engagement campaign to inform and gather feedback from operators regarding the proposed changes. Communication channels included direct emails, posters in the breakrooms, and TimePoint TV broadcasts, all featuring a dedicated comment box for operator input. Staff also discussed the proposed changes with operators during at-stop outreach and breakroom sessions. A key concern raised by operators was the availability of end-of-line bathroom facilities for the proposed Rapid lines. The new end-of-line Park & Rides are being designed and constructed with dedicated operator bathroom facilities. Until these facilities are completed, staff are actively identifying and securing access to public or private locations along the lines to ensure adequate facilities are available. CapMetro recognizes that providing accessible bathroom facilities is fundamental to operator safety and comfort, and we are fully committed to having these essential amenities in place before the introduction of the new Rapid lines.

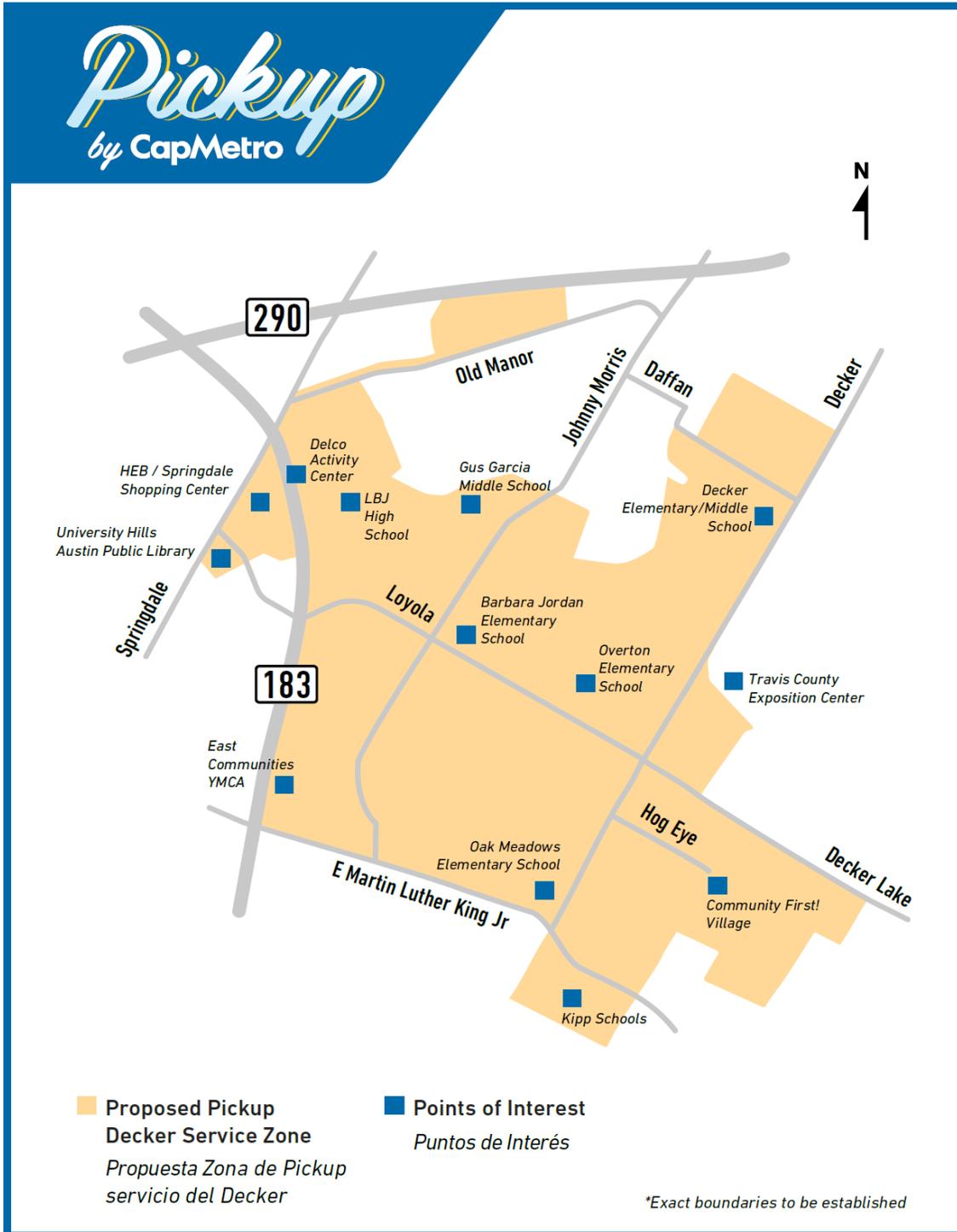
Public input is considered and reviewed throughout the engagement process leading up to final recommendations. The CapMetro Board of Directors will consider approving the service change proposal on Monday, September 23rd, 2024, at the regularly scheduled board meeting.

If approved, the minor schedule adjustments would start on Sunday, January 12th, the Pickup Decker zone would begin on Monday, January 13th and the two Rapid lines would launch later in Spring 2025 after essential infrastructure and testing are completed. The introduction of Rapid 800 Pleasant Valley will result in a slight expansion of the CapMetro Access service boundary in southeast Austin, as well as increased hours of operation in some parts of the existing Access service area. CapMetro Access, which provides paratransit service within  $\frac{3}{4}$  of a mile of fixed-route services, complements the bus system with comparable hours, days and service area. The CapMetro Access adjustment would take effect alongside the new Rapid line.

Following board approval, finalized changes will be communicated through promotional materials to promote the final decisions on service adjustments. Further details of engagement efforts for the Spring 2025 Service Changes can be found in the appendices of this memo.

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

Appendix A: Proposed Pickup Decker Service Area





## Appendix C: Community Engagement for the Pickup Decker Zone

The following is a list of engagement efforts conducted and planned for the proposed Pickup Decker zone, including tailored outreach to ensure customers are informed and able to provide feedback. All print and online materials will be available in Spanish and other languages upon request.

### Summary of Community Outreach

- **Survey with Associated Promotion:** CapMetro sent 12,000 postcards to Decker businesses and residents encouraging survey participation, held two public meetings, conducted at-stop outreach, and promoted the survey on social media.
- **Social Media Posts:** A campaign was created to inform the community—riders and non-riders about potential future changes. Targeted social media posts for the associated zip codes occurred between 7/9-7/20.
- **At-Stop Signage:** Placed at key stops throughout the proposed Pickup zone.
- **Pickup App Alerts:** Email and app alerts sent to all registered Pickup and fixed route customers.
- **Flyers:** Informational flyer created for organizations, elected officials, or other community members to disseminate to their networks.
- **Service Change Webpage:** Webpage with information about the proposed change, including the public hearing details and CapMetro contact information for questions
- **Decker Pickup Public Input Page:** A [public input page](#) was created and linked from the [proposed Spring 2025 Service Changes webpage](#) to inform community members about the proposal and allow for them to get involved by providing feedback and information on events to learn more. The page included information in English and Spanish.
- **Advisory Committees:** Members of the CapMetro Customer Satisfaction Advisory Committee (CSAC), the Project Connect Community Advisory Committee (CAC), and Access Advisory Committee received a presentation on the Pickup Decker proposal in September 2024. Email updates were also provided to the Public Safety Advisory Committee (PSAC), the Diversity, Equity and Inclusion (DEI) Advisory Group, and the disabilities rights group ADAPT.
- **Public Hearing Notice and Public Hearing:** September 11, 2024
- **Ongoing Communication & Engagement with Area Leadership:** including but not limited to government affairs outreach and notifications to key community stakeholders and elected officials comprising the local, state and federal delegation that represents CapMetro’s service area.
- **In-Person and Virtual Public Meetings:** Hosted several public meetings to discuss proposed changes, ensuring community members had the opportunity to provide input on the proposed zone and ask questions.

### Phase I Engagement (Educational Demonstrations about Pickup), March – April 2024

- **Public Input Website**
  - Launched 2/6
- **Community Events and Meetings**
  - Tabling at STEM Night at Overton Elementary — 2/29 from 4:30PM-7PM
  - Colony Park “It’s My Park Day” Event Sponsor — 3/2 from 7AM-12:30PM
  - Tabling at Spring Fling at Turner Roberts Recreation Center— 3/23 from 10AM-12:30PM
  - Tabling at Equidad ATX Food Distribution Event at Turner Roberts Recreation Center — 3/28 from 10AM-11AM
  - Tabling at Equidad ATX Food Distribution Event at Turner Roberts Recreation Center — 4/2 from 10AM-11AM
  - Presentation at Equidad Voices— 4/5 from 9:45AM-10:45AM

- **Communication and Meetings with Stakeholders and the Community**
  - CapMetro emailed and provided presentations for stakeholders, neighborhood groups, and community-based organizations

#### Phase II Engagement (Feedback Collection), June – September 2024

- **[Pickup Decker Website](#)**
  - Included information about the proposed changes, including the public hearing and public meeting details.
  - Community members provided feedback about Pickup Decker through the comment box on the webpage.
- **Targeted Social Media posts**
  - Targeted social media posts between 6/26-7/31 with a campaign to inform the community-riders and non-riders about the potential future Pickup zone and solicit surveys
  - Targeted social media posts between 8/12-9/11 with a campaign to inform the community-riders and non-riders about the proposed changes
- **Communication and Meetings with Stakeholders and the Community**
  - Flyers were provided at tabling opportunities and relevant community events
  - Notified businesses and residents via postcards and digital communications week of 7/16
  - Tabling at Equidad ATX Food Distribution Event at Turner Roberts Recreation Center — 6/27 from 10AM-11AM
  - Virtual Presentation at Colony Park Core Team Meeting- 7/2 from 10AM-11:30AM
  - Virtual Presentation at Community Outreach Leaders Meeting- 7/3 from 10AM-11AM
  - In-person engagement at Community First! — 7/24 from 1PM-3PM
  - Emails were sent to businesses and neighborhood associations throughout the week of 07/01
- **Advisory Committees:**
  - CapMetro presented at the September 2024 CapMetro Customer Satisfaction Advisory Committee (CSAC), the Access Advisory Committee and the Project Connect Community Advisory Committee (CAC)
  - Email updates were provided to the Public Safety Advisory Committee (PSAC), the Diversity, Equity and Inclusion (DEI) Advisory Group, and the disabilities rights group ADAPT
- **Communication and Engagement with Area Leadership**
  - Included but not limited to government affairs outreach and notifications to key community stakeholders and elected officials comprising the local, state and federal delegation that represents CapMetro’s service area.
- **CapMetro Alerts Text Messages:**
  - Email and text went out to associated subscribers on 6/26, 7/22 and 08/15
- **Block-walking**
  - On 7/3, 7/8, & 7/17 notified 50 homes and businesses in the proposed zone and solicited surveys
- **At-Stop Signage and Outreach**
  - Notified customers through at-stop signage at 48 stops in the proposed area
  - Engaged at 5 highly populated stops in the proposed Pickup zone 7/8-7/11
- **In-Person and Virtual Public Meetings:**
  - CapMetro hosted an in-person public meetings on September 5th from 3:30PM-6:30PM at the Austin Public Library University Hills Branch
  - Virtual Public Meeting held on September 10th from 6PM-7PM
- **Operator Communications**
  - All operators received notice through posters in breakrooms, direct email, and TimePoint TV with comment box for operators to leave feedback and questions

- CapMetro discussed the proposed changes with operators during at-stop outreach
- CapMetro engaged 40 operators in the breakrooms the week of 8/11 and 8/19 to discuss the proposed changes.
- **Message Centers and Brochures**
  - Signage was placed onboard directly behind operator’s seats
  - Brochures are available onboard at the front of the bus
- **Public Hearing Notice and Public Hearing: 9/11**

Phase III Engagement (Implementation), January 2025

- **CapMetro Alerts Text Messages:**
  - Email and text will go out to associated subscribers to inform them of the introduction of service
- **Social Media Posts:**
  - Targeted social media posts
  - A campaign created to inform the community—riders and non-riders about introducing Pickup service
- **Message Centers:**
  - Signage will be placed onboard directly behind operator’s seats
- **Brochures:**
  - Brochures will be available onboard at the front of the bus
- **Communication and Meetings with Stakeholders and the Community:**
  - CapMetro will email and provide presentations for stakeholders, neighborhood groups and community-based organizations
  - Flyers will be provided at tabling opportunities and relevant community events
- **Ongoing Communication & Engagement with Area Leadership**
  - Included but not limited to government affairs outreach and notifications to key community stakeholders and elected officials comprising the local, state and federal delegation that represents CapMetro’s service area.
- **At-Stop Signage and Outreach:**
  - Notify businesses and residents through at-stop signage, postcards and digital communications.
- **Educational Demonstrations**
  - In-person Educational Demonstrations of Pickup: Equidad ATX Food Distribution at Turner Roberts Recreation Center January 23<sup>rd</sup>, 2025 from 10AM-11AM and Community First! in January 2025

## Appendix D: Community Engagement for New Rapid 800 Pleasant Valley and 837 Expo Center

Completed and planned engagement efforts for Rapid services build upon extensive outreach and feedback gathered during the development of the voter-approved Project Connect System Plan. Below is a summary of key engagement activities conducted and planned for Rapid 800 Pleasant Valley and 837 Expo Center, both priority investments under Project Connect. Engagement included tailored outreach to ensure customers are informed and able to provide feedback. All print and online materials were available in Spanish and other languages upon request.

### Prior Engagement Activities (Engagement Phase I), 2021-2022

- **Virtual Public Meetings with Live Q&A and Surveys:**
  - [Rapid Virtual Public Meetings, February 2021 to March 2021](#)
    - Approximately half of the feedback was related to project elements and design. Feedback from these public meetings was directly associated with the new station design.
  - [Rapid Virtual Community Update with Live Q&A and Survey, September 2021](#)
    - Detailed information and artist renderings were shared. The meeting was designed to communicate upcoming project details while providing an opportunity for real-time interaction and feedback.
  - [Rapid Community Update Meeting with Live Q&A and Survey, February 2022](#)
    - An overview of the planned Rapid routes and Park & Rides were shared, including project timelines, service amenities and characteristics, and funding. After the presentation, feedback on the importance of amenities was gathered through an online pooling tool.
- **Meetings with Stakeholder Groups and Advisory Committees:**
  - Project updates were discussed with the Project Connect Ambassador Network (PCAN), Interagency Technical Advisory Group and CapMetro Advisory Committees
  - Meetings with community groups, non-profit organizations and neighborhood homeowner associations
- **Various Updates and Notifications:**
  - Monthly eNewsletter and Corridor Program Office eNewsletter
  - Social media posts and event notifications
  - Rapid promotional videos and Fact Sheets
  - Tabling at events, such as the Festival of Good at Goodnight Ranch
  - Direct feedback email, project hotline, and in-person Project Connect office
  - In-person outreach during the groundbreaking in 2022

### Recent Service Change Engagement (Engagement Phase II): August 12<sup>th</sup>-September 11<sup>th</sup>, 2024

- **Service Change Webpage with Comment Box:**
  - [Webpage](#) includes information about the proposed changes, including the public hearing and public meeting details
  - Community members provided feedback about the proposed Rapid lines through the public comment box.
- **At-Stop Signage:**
  - Signage was posted at key locations along the corridor.
- **In-Person and Virtual Public Meetings:**
  - CapMetro hosted two in-person public meetings at community centers along the routes, including September 4<sup>th</sup> from 9:30AM-11:30AM at the Austin Public Library Southeast

branch and September 5th from 3:30PM-6:30PM at the Austin Public Library University Hills Branch

- CapMetro also hosted a virtual public meeting on September 10th from 6PM-7PM
- **Communication and Meetings with Stakeholders and the Community:**
  - CapMetro emailed and provided presentations for stakeholders, neighborhood groups and community-based organizations
  - Flyers were provided at tabling opportunities and relevant community events
- **Ongoing Communication & Engagement with Area Leadership:**
  - Included but not limited to government affairs outreach and notifications to key community stakeholders and elected officials comprising the local, state and federal delegation that represents CapMetro's service area.
- **Advisory Committees:**
  - CapMetro presented at the September 2024 CapMetro Customer Satisfaction Advisory Committee (CSAC), the Access Advisory Committee and the Project Connect Community Advisory Committee (CAC)
  - Email updates were provided to the Public Safety Advisory Committee (PSAC), the Diversity, Equity and Inclusion (DEI) Advisory Group, and the disabilities rights group ADAPT
- **Operator Communications:**
  - All operators with Keolis received notice through posters in breakrooms, direct email, and TimePoint TV with comment box for operators to leave feedback and questions
  - CapMetro discussed the proposed changes with operators during at-stop outreach
  - CapMetro engaged 40 operators in the breakrooms the week of 8/11 and 8/19 to discuss the proposed changes.
- **Message Centers:**
  - Signage was placed onboard directly behind operator's seats
- **Brochures:**
  - Brochures were available onboard at the front of the bus
- **CapMetro Alerts Text Messages:**
  - Email and text went out to associated subscribers.
- **Social Media Posts:**
  - Targeted social media posts between 8/12-9/11 with a campaign to inform the community-riders and non-riders about the future potential changes
- **Block-walking:**
  - On 09/09, notified 200 homes in the Goodnight Ranch area, next to the future Park and Ride.
- **Public Hearing Notice and Public Hearing: 9/11**

#### Future Engagement Activities for Implementation (Engagement Phase III): Anticipated Spring 2025

- **CapMetro Alerts Text Messages:**
  - Email and text will go out to associated subscribers to inform them of the introduction of service
- **Social Media Posts:**
  - Targeted social media posts
  - A campaign to inform the community-riders and non-riders about introducing Rapid service
- **Message Centers:**
  - Signage will be placed onboard directly behind operator's seats
- **Brochures:**

- Brochures will be available onboard at the front of the bus
- **Communication and Meetings with Stakeholders and the Community:**
  - CapMetro will email and provide presentations for stakeholders, neighborhood groups and community-based organizations
  - Flyers will be provided at tabling opportunities and relevant community events
- **Ongoing Communication & Engagement with Area Leadership:**
  - Including but not limited to government affairs outreach and notifications to key community stakeholders and elected officials comprising the local, state and federal delegation that represents CapMetro’s service area.
- **Advisory Committees:**
  - Email updates will be provided to the CapMetro Customer Satisfaction Advisory Committee (CSAC), the Access Advisory Committee, the Project Connect Community Advisory Committee (CAC), Public Safety Advisory Committee (PSAC), the Diversity, Equity and Inclusion (DEI) Advisory Group, and the disabilities rights group ADAPT
- **At-Stop Signage and Outreach:**
  - Notify businesses and residents through at-stop signage, postcards and digital communications.
- **At-Stop Outreach:**
  - Engaging at stops along the CapMetro Rapid Lines to let riders know about new service.
- **Block-walking:**
  - Notifying key businesses along the CapMetro Rapid Lines about the new service.





### Minor Schedule Adjustments

Improving reliability on select Bus and Rail routes, effective **Sunday, January 12.**

### Public Meetings

We have several opportunities for community members to learn more about these proposed services and ask questions. Register [here](#). Please join us at one of our come and go public meetings:

- **September 4, 9:30 AM-11:30 AM**, Southeast Branch Public Library, 5803 Nuckols Crossing Road.
  - Served by Route 7 and Pickup Dove Springs
  - Kids can enjoy Bilingual Story Time while you attend.
- **September 5, 3:30 PM-6:30 PM**, University Hills Public Library, 4721 Loyola Ln.
  - Served by Routes 30 and 337
  - Kids can enjoy Lego Lab while you attend.
- **September 10, 6 PM-7 PM**, via [Zoom](#)
- **September 11 at noon**, Public Hearing, CapMetro Headquarters, 2910 E. 5<sup>th</sup> St.
  - Served by Routes 4 and 300.

*Reasonable modifications and equal access to communications are provided upon request. Please provide notice at least two days in advance. Contact Martin Kareithi at (512) 389-7583 or email [Martin.Kareithi@capmetro.org](mailto:Martin.Kareithi@capmetro.org) for more info or to request materials in another format.*

Learn more and submit your feedback at [www.capmetro.org/spring2025](http://www.capmetro.org/spring2025). Please let me know if you'd like to set up a meeting and/or presentation with your organization. Look forward to hearing from you! Thank you!

## Appendix F: Flyers for Spring 2025 Service Changes Engagement

# PROPOSED SERVICE CHANGES SPRING 2025



To meet the needs of our customers, CapMetro is proposing the following changes:

### CAPMETRO RAPID LINES

Introducing Rapid 800 Pleasant Valley and Rapid 837 Expo Center, **starting in Spring 2025** after essential infrastructure and testing are completed. These lines will provide frequent service (every 20-30 minutes) and connect key areas in east Austin, including Mueller, ACC Eastview and Republic Square.

### NEW PICKUP DECKER ZONE

Pickup Decker would start service on **Monday, January 13** and provide on-demand service in Northeast Austin, connecting riders to bus stops and the new Rapid 837.

### MINOR SCHEDULE ADJUSTMENTS

Improving reliability on select Bus and Rail routes, **effective Sunday, January 12.**

### SHARE YOUR FEEDBACK

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

#### Attend a Public Meeting:

Register for a Public Meeting at:

[publicinput.com/spring2025](http://publicinput.com/spring2025)

(Registration is encouraged, but not required)

- » **September 4, 9:30-11:30 a.m.**
  - Southeast Branch Public Library, 5803 Nuckols Crossing Rd.
  - Kids can enjoy bilingual story time while you attend.
  - Served by Route 7 and Pickup Dove Springs
- » **September 5, 3:30-6:30 p.m.**
  - University Hills Public Library, 4721 Loyola Ln.
  - Kids can enjoy Lego Lab while you attend.
  - Served by Routes 20 and 337

- » **September 10, 6-7 p.m.**
  - Virtual Public Meeting on Zoom

#### Attend the Public Hearing:

- » **September 11 at noon**
  - CapMetro Headquarters, 2910 E. 5th St.
  - Served by Routes 4 and 300



zoom

*Reasonable modifications and equal access to communications are provided upon request. Please provide notice at least two days in advance. Contact Martin Kareithi at (512) 389-7583 or email [Martin.Kareithi@capmetro.org](mailto:Martin.Kareithi@capmetro.org) for more info or to request materials in another format.*



**CapMetro**

LEARN MORE : [capmetro.org/spring2025](http://capmetro.org/spring2025)

# SPRING 2025 PROPOSED SERVICE CHANGES

# PROPUESTA DE PRIMAVERA DE 2025 CAMBIOS AL SERVICIO



## CAPMETRO IS PROPOSING THE FOLLOWING CHANGES:

- **CapMetro Rapid Lines:** CapMetro Rapid 800 Pleasant Valley and Rapid 837 Expo Center are proposed to begin service in Spring 2025 after essential infrastructure and testing are completed.
- **New Pickup Decker Zone:** Pickup Decker would start service on Monday, January 13 and provide on-demand service in Northeast Austin, connecting riders to bus stops and the new Rapid 837.
- **Minor Schedule Adjustments:** Routine adjustments across the transit system, effective Sunday, January 12.



## CAPMETRO ESTÁ PROPONIENDO ESTOS CAMBIOS:

- **Las líneas de CapMetro Rapid:** Se propone que CapMetro Rapid 800 Pleasant Valley y 837 Expo Center empiecen a brindar servicios en la primavera de 2025, luego de completar la infraestructura y las pruebas esenciales.
- **Nueva zona de Pickup en Decker:** Pickup Decker comenzaría el servicio el lunes 13 de enero y brindaría servicio a pedido en el noreste de Austin, conectando a los pasajeros con las paradas de autobús y el nuevo Rapid 837.
- **Cambios menores en los horarios:** Ajustes de rutina en todo el sistema de tránsito, a partir del 12 de enero.

SHARE YOUR COMMENTS OR  
ATTEND A PUBLIC MEETING

COMPARTA SUS COMENTARIOS  
ASISTA A REUNIÓN PÚBLICA

[capmetro.org/spring2025](https://capmetro.org/spring2025)



Appendix H: Spring 2025 Service Changes Engagement Photos



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Board of Directors

Item #: AI-2024-1261

Agenda Date: 9/23/2024

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**SUBJECT:**

Approval of a resolution adopting the Fiscal Year 2025 Operating and Capital Budget and Five-Year Capital Improvement Plan, and recommending no changes to the CapMetro Strategic Plan.

**FISCAL IMPACT:**

Adoption of the proposed Fiscal Year (FY) 2025 budget will provide an appropriation of \$704,769,612 in FY2025 for operating and capital expenses that are supported by projected revenue and other funding sources.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**Strategic Objectives:**

- 1.1 Safe & Reliable Service
- 1.2 High Quality Customer Experience
- 1.3 Accessible System
- 2.1 Support Sustainable Regional Growth
- 2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs
- 2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff
- 3.2 Employer of Choice
- 3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent
- 4.2 Culture of Safety
- 4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** The proposed FY2025 budget includes funding to maintain CapMetro’s current services while also adding new innovative mobility initiatives, customer service enhancements and building infrastructure needed to support the region’s current and future growth. The five-year capital improvement plan identifies projects that support the achievement of CapMetro’s strategic goals, ensures regulatory compliance and maintains assets in a state of good repair.

**BUSINESS CASE:** CapMetro has prepared a structurally balanced budget that provides the funding needed to continue delivering high-quality and efficient transportation services.

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

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Audit and Administration Committee meeting on September 11, 2024.

EXECUTIVE SUMMARY: The proposed FY2025 budget is structurally sound and balanced. Ongoing revenue is sufficient to fund operations and will also help provide funding for needed capital investments, including the replacement of transit assets nearing the end or at the end of life cycles.

The FY2025 budget is drafted with the intent to remain efficient and fiscally responsible. This budget enables CapMetro to continue improving our operations and service levels while also delivering crucial projects and commitments to Project Connect and our five-year capital improvement plan.

CapMetro proposes to spend \$448.5 million for operating expenses, \$5.2 million for commitments under interlocal agreements with local government entities for mobility programs and \$21.2 million to contribute to the Project Connect System Plan in FY2025.

CapMetro prepared a five-year capital improvement plan (CIP) for capital projects that support its strategic goals. The CIP is updated annually and addresses replacement or state of good repair, regulatory compliance and expansionary requirements for public transportation service in Central Texas. CapMetro plans to invest \$229.8 million in capital projects during FY2025.

Significant projects and acquisitions in the proposed FY2025 Budget, including state of good repair, regulatory compliance and new investments, are highlighted as follows:

- Gearing up for new services in FY2025, with plans to launch the new Decker Pickup zone and two new CapMetro Rapid services in the eastern portion of our serve area: Route 800-Pleasant Valley and Route 837-Expo Center. These services are scheduled to launch in FY2025 and will greatly enhance our offerings in several historically underserved areas of our region.
- We are beginning the multi-year implementation of the Bikeshare Strategic Expansion Plan. Through our partnership with the City of Austin, CapMetro will continue to focus on growing the system by adding nearly 150 e-bikes and approximately 12 stations. This expansion will address existing service gaps and increase the number of stations equipped with in-dock charging capabilities.
- Placement of 81 new electric buses into service and transition bus maintenance operations to a fully electronic inspection system, making it a paperless operation. These enhancements further our promise of sustainability as an agency Core Value.
- In collaboration with the City of Austin, CapMetro's Bus Transit Infrastructure Program plans to complete the construction of 50 bus stops and 25 bus stop shelters, install solar lighting at 50 bus stops and implement ADA improvements.
- In addition to the highlights above, we will be working on developing Transit Plan 2035, embarking on a comprehensive evaluation of hydrogen fuel cell electric buses, progressing on establishing a Transit Police department, and much more.

The proposed budget reflects the prudent use of projected revenue to provide funding for capital investments needed to maintain CapMetro's transit assets in a state of good repair or to support enhanced services. The proposed, structurally balanced FY2025 budget totals \$704.8 million and is comprised of the following funding and expense categories:

<b>Budget Summary</b>	
<b>Funding</b>	<b>FY2025</b>
Sales Tax	\$402,760,855
Passenger Revenue	20,090,998
Freight Railroad Revenue	6,672,148
Miscellaneous Revenue	19,204,758
Operating Contributions and Grants	64,754,412
Capital Grants - Federal	26,583,184
Capital Grants - State	576,882
Other Capital Contributions	60,693,672
Fund Balance	103,432,702
<b>Total Funding</b>	<b>\$704,769,612</b>
<b>Expenses</b>	<b>FY2025</b>
Operating Expenses	\$448,526,352
Capital Project Expense	229,833,821
Austin Transit Partnership Contribution	21,218,000
Interlocal Agreements	5,191,439
<b>Total Expenses</b>	<b>\$704,769,612</b>

The proposed budget reflects fund balance projections of \$289.7 million by the end of FY2025 as outlined in the table that follows. Of this amount, CapMetro is estimating to set aside \$71.7 million in reserves for two months of operating expenses, which meets the level set forth by the Texas Legislature, \$35.9 million for the budget stabilization reserve, \$7.1 million for the Sustainability Capital Fund, \$2.9 million for city of Austin mobility programs, \$2.3 million for the Small Cities Transit Supportive Infrastructure Fund, \$1.7 million for a self-insurance reserve and \$138.2 million for future funding of the 5-year capital improvement plan as we look forward to future needs in the region.

**FY2025 Projected Ending Fund Balance:**

**Projected Beginning Balance** **\$393,114,239**

**FY2025 Projected Activity:**

+ Revenue 601,336,909  
 - Operating Expenses 448,526,352  
 - Interlocal Agreements 5,191,439  
 - Contribution Toward Project Connect 21,218,000  
 - Capital Projects 229,833,821

**= Projected Ending Balance** **\$289,681,537**

**Breakdown of Ending Balance:**

Statutory Operating Reserve Requirement 71,705,132  
 Budget Stabilization Reserve 35,852,566  
 Project Connect - Dedicated Funds 29,903,963  
 Sustainability Capital Fund 7,150,000  
 Small Cities Transit Supportive Infrastructure Fund 2,262,998  
 City of Austin Mobility Programs 2,860,216  
 Self-Insurance Reserve 1,716,327  
 Funding for 5-Year Capital Improvement Plan 138,230,335

**= Projected Ending Balance** **\$289,681,537**

Senate Bill 650 requires CapMetro to prepare a five-year capital improvement plan, which is included in Appendix A of the budget document. This section provides additional information about each project category, including project descriptions, funding sources, project benefits and strategic objectives. The plan is updated annually and addresses replacement and expansion requirements for the delivery of public transportation services. The proposed FY2025 capital budget and capital improvement plan are outlined in the table that follows, summarized by project type and followed by projected funding sources.

Capital Project Type	FY2025	FY2026	FY2027	FY2028	FY2029	Total
Bus and Paratransit	\$ 34,131,319	28,160,419	37,702,789	41,932,059	35,716,059	177,642,645
Commuter Rail	4,067,116	1,937,500	1,476,471	776,471	776,471	9,034,039
Facilities	54,027,558	96,477,142	59,561,000	8,017,000	4,617,000	222,699,700
Information Technology	11,144,488	13,525,595	6,138,678	5,341,657	2,801,196	38,951,614
Other	21,511,500	18,150,000	3,049,835	2,945,825	3,461,825	49,118,985
Project Connect	68,445,383	12,762,350	27,877,977	44,950,000	14,796,067	168,831,777
Property and Asset Mgmt	36,506,456	20,110,879	2,359,639	1,344,874	3,329,304	63,651,152
<b>Total Capital Projects</b>	<b>229,833,821</b>	<b>191,123,894</b>	<b>138,166,381</b>	<b>105,307,896</b>	<b>65,497,932</b>	<b>729,929,924</b>
<b>Funding Sources</b>						
Grants/Contributions	87,853,738	38,476,116	48,360,903	54,176,633	22,822,750	251,690,140
Local Funding	141,980,082	152,647,778	89,805,478	51,131,213	42,675,182	478,239,733
<b>Total Funding Sources</b>	<b>\$ 229,833,821</b>	<b>191,123,894</b>	<b>138,166,381</b>	<b>105,307,896</b>	<b>65,497,932</b>	<b>729,929,924</b>

Over recent months, CapMetro provided information regarding the budget process and the proposed FY2025

budget in a variety of formats for the public and sought feedback using online engagement tools, as well as methods like public open houses and virtual webinars. These outreach efforts included the following:

**Presentations to the Board of Directors and its Committees**

May 8, 2024, Finance, Audit and Administration Committee

June 12, 2024, Finance, Audit and Administration Committee

June 12, 2024, Operations, Planning and Safety Committee

July 22, 2024, Board of Directors

September 11, 2024, Finance, Audit and Administration Committee

September 23, 2024, Board of Directors

**Board and Committee Meetings** on Microsoft Teams virtual meetings and available to the public and at Rosa Parks Board Room, 2910 East 5<sup>th</sup> Street, Austin, TX 78702.

Served by routes 4, 300.

**Presentations to Access Advisory Committee**

June 5, 2024, 5:30 - 7:00 PM

August 7, 2024, 5:30 - 7:00 PM

Microsoft Teams virtual meetings and available to the public.

**Presentations to Customer Satisfaction Advisory Committee**

June 12, 2024, 6:00 - 7:30 PM

August 14, 2024, 6:00 - 7:30 PM

Microsoft Teams virtual meetings and available to the public.

**Presentations to Public Safety Advisory Committee**

June 28, 2024, 11:30 AM - 1:00 PM

August 30, 2024, 11:30 AM - 1:00 PM

Microsoft Teams virtual meetings and available to the public.

**Presentation to Project Connect Community Advisory Committee**

August 8, 2024, 5:00 - 7:00 PM

Microsoft Teams virtual meeting and available to the public and at Austin Transit Partnership, 203 Colorado Street, Austin, TX 78701.

Served by downtown routes.

**Proposed FY2025 Budget Document Available and Posted Online**

August 22, 2024

**Public Open Houses**

Information was made available to the public regarding the proposed FY2025 budget and five-year capital improvement plan.

August 26, 2024, 7:00 AM - 8:30 AM

Lakeline Station Park & Ride

Served by routes 214, 383, 985, CapMetro Rail.

August 27, 2024, 7:00 AM - 8:30 AM

Westgate Transit Center

Served by routes 30, 300, 311, 315, 318, 803.

August 28, 2024, 12:00 PM - 1:30 PM

Norwood Transit Center

Served by routes 10, 323, 325, 339.

August 29, 2024, 12:00 PM - 1:30 PM

Republic Square Park

Served by downtown routes.

### **Online Webinar**

Information made available to the public regarding the proposed FY2025 budget and five-year capital improvement plan.

YouTube virtual webinar available to the public, Spanish-translated, recorded and posted on YouTube, Facebook and Twitter.

### **Public Hearing on Proposed FY2025 Budget**

September 11, 2024, 12:00 PM

Rosa Parks Board Room, 2910 East 5th Street, Austin, TX 78702

Served by routes 4, 300.

### **Board of Directors Considers Adoption of Budget Proposal**

September 23, 2024, 12:00 PM

Rosa Parks Board Room, 2910 East 5th Street, Austin, TX 78702

Served by routes 4, 300.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Finance

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1261**

WHEREAS, pursuant to Section 451.102 of Chapter 451 of the Texas Transportation Code, the budget for Fiscal Year 2025 was made available to the public on August 22, 2024, and a budget public hearing was held on September 11, 2024; and

WHEREAS, pursuant to Section 451.132(c), the Board of Directors has reevaluated the five-year capital improvement plan; and

WHEREAS, pursuant to Section 451.135, the Board of Directors adopted the CapMetro Strategic Plan (Resolution AI-2023-769) on April 24, 2023, received an update on the existing strategic plan on May 31, 2024, and authorized a contract for a new agency long range vision on August 26, 2024 (Resolution AI-2024-1233).

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the Fiscal Year 2025 budget in the amount of \$704,769,612 is adopted.

BE IT FURTHER RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the five-year capital improvement plan for capital projects is amended.

BE IT FURTHER RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors hereby requires the President & CEO to report at least quarterly on the operating expenses and capital project expenses of each major department in a financial report.

BE IT FURTHER RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors hereby affirms it has completed a review of the CapMetro Strategic Plan, and, at this time does not recommend changes pending further discussions as part of the Long Range Agency Vision development.

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

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

**PROPOSED**

# FY2025 Operating & Capital Budget

## & 5-Year Capital Improvement Plan



Capital Metropolitan Transportation Authority | Austin, Texas

**CapMetro**



GOVERNMENT FINANCE OFFICERS ASSOCIATION

*Distinguished  
Budget Presentation  
Award*

PRESENTED TO

**Capital Metropolitan Transportation Authority  
Texas**

For the Fiscal Year Beginning

**October 01, 2023**

*Christopher P. Morill*

Executive Director

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## Organization of the Budget Document

This document is the annual budget for Capital Metropolitan Transportation Authority (CapMetro or the Authority) for the period October 1, 2024 - September 30, 2025. A budget is a formal plan of action, expressed in monetary terms, for a specified period of time. This document details CapMetro’s plan for Fiscal Year (FY) 2025.

### Major Sections

CapMetro’s budget document is divided into nine sections: Introduction and Overview, Financial Policies, Financial and Service Summary, Capital Budget, Long-Range Financial Plan, Operating Detail by Department, Glossary, Index and Appendices. Each section contains information on the process for budget approval.

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This section provides an overview of CapMetro’s mission, history, infrastructure, service area, long-range strategic goals and organization by department.	
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# 1

# Introduction and Overview



CapMetro

To the CapMetro Board of Directors, staff, customers, partners and communities of Central Texas,

I'm pleased to present CapMetro's Fiscal Year 2025 budget and highlight some of the key projects and initiatives we have planned. But first, I want to look back at some of the great work we did as an agency and in collaboration with our community partners throughout Fiscal Year 2024.

FY2024 saw growth and a continued commitment to empower the communities we serve with safe and reliable transportation options. CapMetro moved through a transition to a new bus operations service provider, successfully delivered on projects promised through voter-approved Project Connect, and began work on Transit Plan 2035, a roadmap for the future of public transportation in our region over the next 10 years.

In FY2024, our ridership continued to increase, and we added hundreds of new operators, mechanics and other team members to help us deliver our services now and in the coming years. Our service reliability continues to improve, and we have made strides in our goal to support economic development in our growing region through collaborative efforts with community partners.

### **FY2024 Significant Activities and Achievements**

- **McKalla Station:** Our new McKalla Station, which services the North Burnet area, opened on time and on budget in February 2024, just in time for the start of the Austin FC season. McKalla Station, which brings customers straight to and from Q2 Stadium, is an exciting example of the ways in which CapMetro can offer the community more reason to use CapMetro services other than to commute to their jobs.
- **Dove Springs Pickup:** CapMetro successfully launched Dove Springs Pickup zone on January 14, 2024, marking a significant milestone in our mission to enhance transportation accessibility for the community. With Dove Springs, CapMetro now offers 11 Pickup zones. The Dove Springs Pickup zone connects southeast Austin residents to frequent service and key destinations, continuing CapMetro's commitment to investing in mobility solutions for our complete community. Since its opening, the Dove Springs Pickup zone has experienced strong ridership levels, growing faster than any other CapMetro Pickup zone and serving the most daily riders in any zone, reaching a single day record of 129 riders.
- **Leander Pickup Zone Expansion:** The CapMetro Board of Directors approved service changes and expansion of its on-demand Pickup service in the Leander zone to meet the growing need and demand of customers. The expansion extends the southwest corner of the current Leander Pickup zone by 0.64 miles. CapMetro has been working in collaboration with the City of Leander on the expansion that will provide access to in-demand destinations. The expanded zone will also provide access to emergency healthcare services, a first for the service area. Leander is consistently among Pickup's top performing zones and this update is the fifth expansion to the Leander Pickup zone since Pickup began servicing the area in December 2019. CapMetro Pickup celebrated its one-millionth Pickup ride, which occurred in the Leander zone.
- **Overhaul Bikeshare System:** In FY2024, we achieved a significant milestone by overhauling the legacy bikeshare system, MetroBike, and launching the new CapMetro Bikeshare. Through collaboration between our teams and the City of Austin, we successfully shut down the legacy system, removed the old docking stations, and completed 100% replacement with the new CapMetro Bikeshare system, including 76 stations and over 450 bikes. We're happy to say that the new system features greatly improve on the legacy system, including all new docking stations, e-bikes with automatic motor and all-pedal assist, a durable bike frame that offers a more stable ride, inline battery placement and a new Bikeshare app.

- Data Analytics and Performance Dashboard:** CapMetro launched the second phase of the Performance Dashboard rollout, which included major enhancements to the Finance Public Dashboard that make it more detailed with a wider range of robust data, faster to use and more digitally accessible to all community members, including those with disabilities. These updates enhance the data with faster processing times, but they also make crucial strides in improving our platform experience for those with disabilities, which was made possible by the close consultation and strategic involvement of our Department of Systemwide Accessibility and those in the community who are blind or have low vision. Additionally, new improvements to the public Route Performance dashboard were launched on July 23, which continue our commitment to providing data transparency and accessibility and mark another major milestone for the project, agency and communities we serve. Our commitment to transparency and accessibility will continue through 2024, with planned improvements to the Public Safety Dashboard.
- Transit Plan 2035:** Transit Plan 2035 is a strategic service plan that establishes a multi-year service framework with detailed technical analyses, extensive community engagement and phased implementation. This plan will seamlessly coordinate CapMetro Rail, CapMetro Bus, CapMetro Access Paratransit and Pickup services, with phased recommendations for implementation in the first 5 years, then at 10 years and finally a set of long-term vision plans. We began the initial stages of crafting this plan in FY2024. The project will roll out in phases, where we will first review our current system and the Central Texas Region, then develop a vision for our future transit network with community input and finally outline changes to best serve our community. The timeline for developing Transit Plan 2035 is Spring 2024 through Fall 2025 (18 months), and we have already completed focus groups for the CapMetro Board of Directors, Senior Executive Team and frontline staff.
- Increased Adoption of AMP Cards:** In FY2024, we saw a significant increase in the use of our new AMP card, CapMetro's pay-as-you-go card with fare capping technology, where fares are capped after a customer has spent the equivalent of the cost of a day pass during a service day or the equivalent of a 31-day pass each calendar month. There were 2,075 unique individuals using the physical card and 76,302 unique individuals using the digital card. This usage represents an increase of almost 400% in unique users compared to the similar period in FY2023.
- Transition to Keolis:** In January 2024 we successfully completed a service provider transition to Keolis, which provides management of frontline bus operations and maintenance. Together we tackled our staffing shortages and hired hundreds of new bus operators and maintenance staff.
- Unhoused Fare Pass Program:** In a joint effort to address homelessness in the communities we serve, CapMetro worked with social service partners to create a transit pass for people experiencing homelessness who are receiving services through the region's coordinated response. In the first year since inception, the teams distributed 44,000 passes to agencies that serve the unhoused populations, and those agencies in turn have issued 23,075 passes to individuals.
- Member City Partner Updates:** Since 2022 and throughout FY2024, CapMetro has invested over \$13.5 million in our member cities to enhance and support programs and projects across Central Texas. This was a result of the Build Central Texas Program and a one-time infusion of funds for member cities to use for Transit Supportive Infrastructure investments. From projects to address street maintenance and sidewalk connectivity, to projects helping bring about economic development opportunities and master planning for future growth, CapMetro is proud to partner with our member cities to support our rapidly growing region. Traffic does not know a jurisdictional boundary, and today, more than any time in the past, we have transit needs that connect our entire region.

- **Facilities Updates:** Throughout FY2024, we continued plans to invest in our facilities to better support our staff and customers and to improve the services we provide to Central Texas. We made significant strides in moving forward with CapMetro’s North Demand Response base, a 25-acre development for a new operations and maintenance facility in northeast Austin to support growth needs for Demand Response transit services. This includes a new administration and operations and maintenance building for 220 vehicles, training classrooms and courses, and a community room. The facility also includes a new central warehouse serving the needs of the entire agency. Funding for this project includes a \$20M FTA grant. Additionally, we completed property acquisition, community outreach and public meetings for CapMetro’s South Demand Response base, which will include the development of a new operations and maintenance facility in south Austin, as well as accommodation for the newly improved CapMetro Bikeshare operations. Our new Headquarters at 3100 E 5<sup>th</sup> Street has completed phase 1 designs and will move into construction bidding and permitting in FY2025, with a goal of occupying the facility mid calendar year 2025. Finally, real estate acquisition has been completed and a construction contract awarded and in progress for 1705 Guadalupe, the new location for the CapMetro Transit Store.
- **Transit-Oriented Development Grant:** In FY2024 we were awarded a Federal Grant of \$1.5M from the FTA for Transit-Oriented Development Planning. CapMetro is joined by the City of Austin’s Housing Department, the Austin Housing Finance Corporation and the City of Austin’s Planning Department in a multi-agency effort to develop a sustainable multimodal transit hub at Crestview Station integrated with new affordable housing in the adjoining Ryan Drive property. The grant funding will produce a programming and pre-design study, up to 20% design development of the transit plaza and multimodal hub, a robust public engagement plan and more.

## FY2025 Planned Projects and Initiatives

As President and CEO of CapMetro, one of my and the agency’s main priorities is to be thoughtful and effective stewards of public funds. In 2024, our region saw slower growth in sales tax than projections and trends in recent years. Central Texas consistently fairs well through economic turbulence, and CapMetro is optimistic about our financial state as an agency. However, we’ve taken this opportunity to review our budget in detail and ensure the FY2025 capital and operating budgets are reasonably constrained to reflect these lower-than-expected sales tax collections. These steps are taken to make sure our optimism about the future is protected and realized.

*Highlights of the proposed FY2025 budget include:*

- **Bus Operations and Maintenance:** In FY2025 CapMetro plans to place 81 new electric buses into service and transition bus maintenance operations to a fully electronic inspection system, making it a paperless operation. These enhancements further our promise of sustainability as an agency Core Value.
- **Bus Stop Infrastructure and Amenities:** In collaboration with the City of Austin, CapMetro’s Bus Transit Infrastructure Program plans to complete the construction of 50 bus stops and 25 bus stop shelters, along with installing solar lighting at 50 bus stops and implementing ADA improvements. The program will also complete rebranding at 40 bus stops and finalize the construction of the 4th & Sabine Rail/Bike/Pedestrian Crossing Project.
- **CapMetro Bikeshare Expansion:** We are excited to begin the multi-year implementation of the Bikeshare Strategic Expansion Plan. Through our partnership with the City of Austin, CapMetro will continue to focus on growing the system by adding nearly 150 e-bikes and approximately 12 stations. This expansion will address existing service gaps and increase the number of stations equipped with in-dock charging capabilities. The expected outcomes include piloting the

electrification of stations to cover 20% to 30% of the overall network, leading to a reduction in spare e-bike battery inventory needed for in-field swaps.

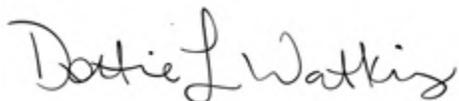
- **Transit Plan 2035:** To continue work on our long-range transit plan in FY2025, CapMetro will engage a broad and diverse cross-section of the community in our efforts to develop and refine Transit Plan 2035 to ensure it best balances the needs and preferences of the region that we serve with our financial capacity to provide services. The Community Engagement and Public Involvement team will continue working to garner community support and promote collaborative long-term relationships. The Service Planning team will continue work on developing Transit Plan 2035 based on input received from the community meetings and staff focus groups conducted throughout the end of FY2024 and into FY2025.
- **Launching New Service:** We are excited to be gearing up for new services in FY2025, with plans to launch the new Decker Pickup zone and two new CapMetro Rapid services in the eastern portion of our serve area: Route 800-Pleasant Valley and Route 837-Expo Center. These services are scheduled to launch in the first half of FY2025 and will greatly enhance our offerings in several historically underserved areas of our region.
- **Light Rail Development:** FY2025 will see the continuation of a pivotal project that involves ongoing support and coordination with key stakeholders including Austin Transit Partnership, the City of Austin and Austin Energy. By fostering collaboration and alignment among these invested groups, we aim to facilitate the seamless execution of the Light Rail Programs in a manner that best serves the needs of the community.
- **Accessible Wayfinding Technology:** In the next fiscal year, we plan to implement wayfinding technology to help people with disabilities confidently navigate CapMetro's fixed route network and improve their overall travel experience. In FY2025 the Systemwide Accessibility Department will implement 82 NaviLens codes throughout the CapMetro transit network. During this testing phase, we will gather feedback from the community by conducting surveys and focus groups, as well as through the Department's Participatory Advisory Group, which consists of customers with disabilities. The data we gather will be compiled to highlight the project's strengths and weaknesses, allowing us to strategize to ensure the best possible outcomes for system implementation. Following the active pilot phase, we will gather and summarize feedback and proceed to develop technical specifications to identify the most suitable options to meet the needs of the communities we serve.
- **Demand Response Investments:** CapMetro will place 42 new Demand Response vehicles into service. Additionally, we will transition Demand Response Operations to a new contract using a new business model to better support operations of CapMetro Pickup and Access services.
- **Investing in our Workforce through Childcare Support:** After collecting information from our CapMetro and service provider staff from a survey conducted in FY2024, we began determining a path forward to support our staff with a benefits program that would most impact their needs for childcare. We are excited to announce that in FY2025 we will offer a new childcare stipend that CapMetro and service provider staff can access to use toward childcare that best meets their individual family's needs. In addition to this, we will be pursuing a partnership to allow for the continued operation of the childcare center in our facility at 624 Pleasant Valley Rd. While CapMetro's focus on childcare services is on meeting the needs of our current and future workforce, we also want to be a community partner in addressing the lack of high-quality childcare in the Central Texas region. We will continue to seek partnerships in which CapMetro can play a role to support this need, while being a fiscally responsible steward of public funds.

- **Advancing the Transit Police Department:** In FY2025 we plan to achieve several critical objectives to advance the establishment of the transit police department. We are officially T.C.O.L.E. certified as of July 2024, which enables us to proceed with recruiting, hiring, conducting background investigations and obtaining authorizations for the National Crime Information Center and Texas Crime Information Center. We anticipate officers will be providing field support to our transit system starting in Spring 2025.
- **Multi-year Fares Vision:** In the next fiscal year we will be taking the first steps to deliver a multi-year plan to simplify the fare structure, integrate new technology, upgrade existing hardware and increase fares.
- **Hydrogen Pilot:** In FY2025 we plan to embark on a comprehensive evaluation of hydrogen fuel cell electric buses (FCEBs). Key components of this project include the development of specifications, conducting reliability and maintenance evaluations and assessing the feasibility of FCEBs as a replacement option for the diesel fleet.

Each and every person on the CapMetro team is dedicated to fulfilling our mission to enhance, empower and serve our region and its communities through the delivery of high-quality public transportation. This commitment to serving our communities and neighbors is always at the heart of everything we do. Each decision we make at CapMetro is guided by this promise to effectively and responsibly make use of the public funds entrusted to us, so that we can continue to deliver on this mission and innovate for the future and the betterment of the communities we serve.

We have made efforts to ensure that our FY2025 budgeting process has been thorough and remains true to our core value of transparency. I look forward to the fiscal year ahead and am deeply grateful for the continued trust and support to serve Central Texas communities.

Sincerely,



Dottie L. Watkins  
President & CEO

## **Austin Area Information, History and Economy**

CapMetro is the regional public transportation leader for Central Texas. The Central Texas region is one of the fastest-growing areas in the country, and mobility and traffic congestion remain top concerns. CapMetro was created in 1985 in accordance with Chapter 451 of the Texas Transportation Code and was established by a voter referendum on January 19, 1985, to provide mass transportation service to the metropolitan area and is funded in part by a 1% sales tax levied by its service area members.

Since 2010, the Austin metropolitan area has gained about 757,000 residents, a 44% population growth, according to the latest U.S. Census Bureau figures. According to the Capital Area Metropolitan Planning Organization (CAMPO) 2045 Regional Transportation Plan, the total population in the six-county Central Texas region of Bastrop, Burnet, Caldwell, Hays, Travis and Williamson Counties is projected to continue to increase, growing from 1.7 million in 2010 to nearly 4.7 million in 2045.

The Austin area is host to six universities, a robust community college system and numerous other institutions of higher learning. In Austin, 49% of adults 25 years or older hold a bachelor's or advanced degree, compared to 29% for Texas and 31% for the U.S. The University of Texas at Austin (UT), a world-class center of education and research, is the 8th largest public university in the U.S. in terms of undergraduate enrollment.

Austin is nationally recognized as a great place to live due in part to its diverse and eclectic population, as well as an environment that allows a year-round outdoor active lifestyle. Austin's quality of life has become its most significant economic development engine, and the city's diverse demographics serve to support and enrich its quality of life.

### History

Starting as a small town to be called Waterloo, Austin was selected to be the capital of the Republic of Texas in 1839 and then renamed after Stephen F. Austin. By using the electricity generated by the Great Granite Dam, manufacturers utilized a well-established power grid to assist the U.S. in the war effort during World War II and pulled itself out of the Great Depression as much of the rest of the country had. After that several research laboratories and high-tech companies were brought to the area by the stable power and established educational base in the area. A growth that continues to this day. Population growth and a creative cultural wave continued from the 1960s to the current day and a musical boom drew national attention to the city because of artists such as Stevie Ray Vaughan and Willie Nelson. Music festivals such as Austin City Limits (ACL) and art/culture/technology conventions such as South by Southwest (SXSW) continue to make the Greater Austin Area a destination for tourism as well as an excellent place to live, creating a fertile environment for various forms of transit.

### Economy

Austin-Round Rock topped the 2024 Milken Institute Best-Performing Large U.S. Cities Index with the highest levels of employment growth and wage growth over the last five years and a robust high-tech sector. It is the sixth consecutive year the Austin region has ranked in the top three.

The overall economic activity of the Austin-Round Rock metropolitan statistical area (MSA) grew at a rate of 7.35% in 2023 per the Business Cycle Index by the Federal Reserve Bank of Dallas and continues to grow in 2024 with a 5.2% increase in the index through April compared to the same period the previous year.

In 2023, the Texas real gross domestic product (GDP) grew 5.7% compared to 2022, significantly higher than the 2.5% increase in the U.S. annual growth rate.

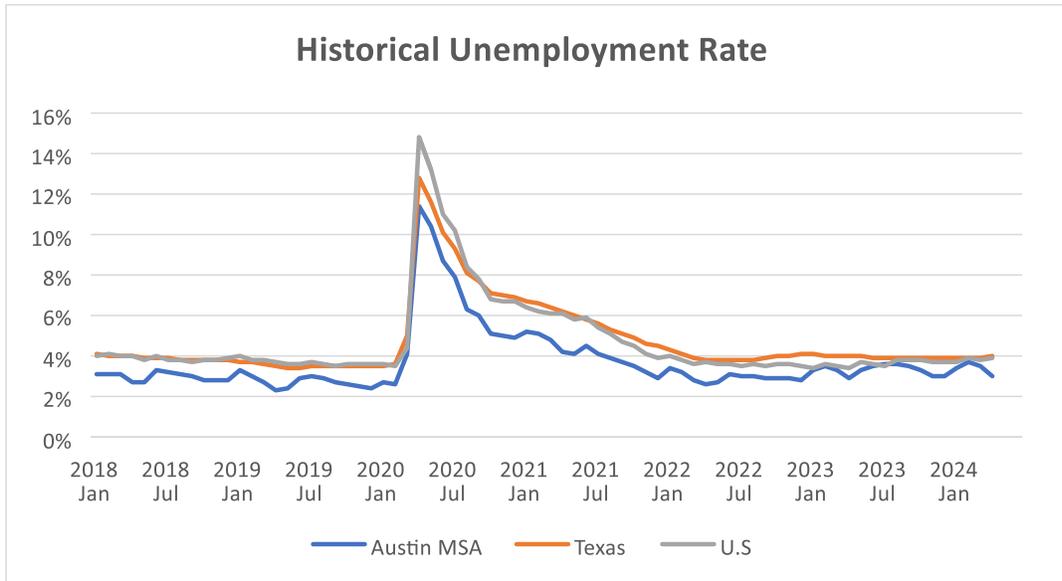
## Employment

The statewide unemployment rate decreased to 3.9% in 2023 from 4.1% in 2022 but is still higher than the record low of 3.5% in 2019. Texas gained nearly 5.4 million new nonfarm jobs in 2023.

Austin has a high demand for skilled workers, as seen in the manufacturing sector, which continues to move from traditional to advanced manufacturing, requiring specific, highly technical skills. High-tech companies, including Apple, Amazon, Tesla, Oracle, Alphabet, Meta, Dell and Indeed, have a large presence in the Austin area.

The Austin area had a 4.4% increase in employment in 2023, gaining more than 674,000 net new nonfarm jobs in the calendar year. Job growth in the Austin-Round Rock MSA from April 2023 to April 2024 was ranked 9th among the largest 51 metropolitan areas per the U.S. Bureau of Labor statistics.

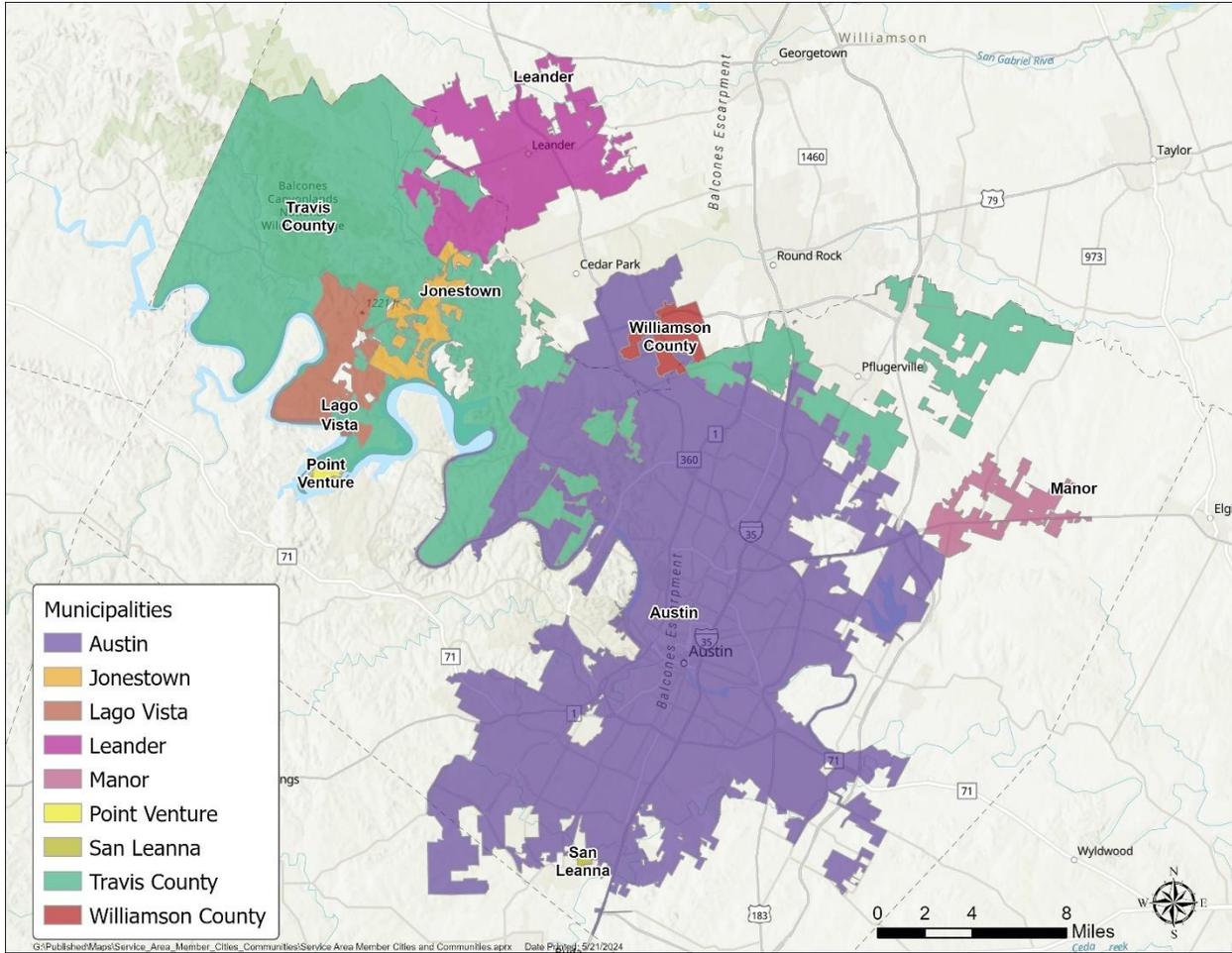
The Austin area unemployment rate of 3.0% in December 2023 was well below the state and national unemployment rates of 3.9% and 3.7% respectively. The area's largest employers are the State of Texas, the University of Texas, the City of Austin and many technology companies, such as Apple, Alphabet, IBM, Amazon and Samsung.



Source: U.S. Bureau of Labor Statistics

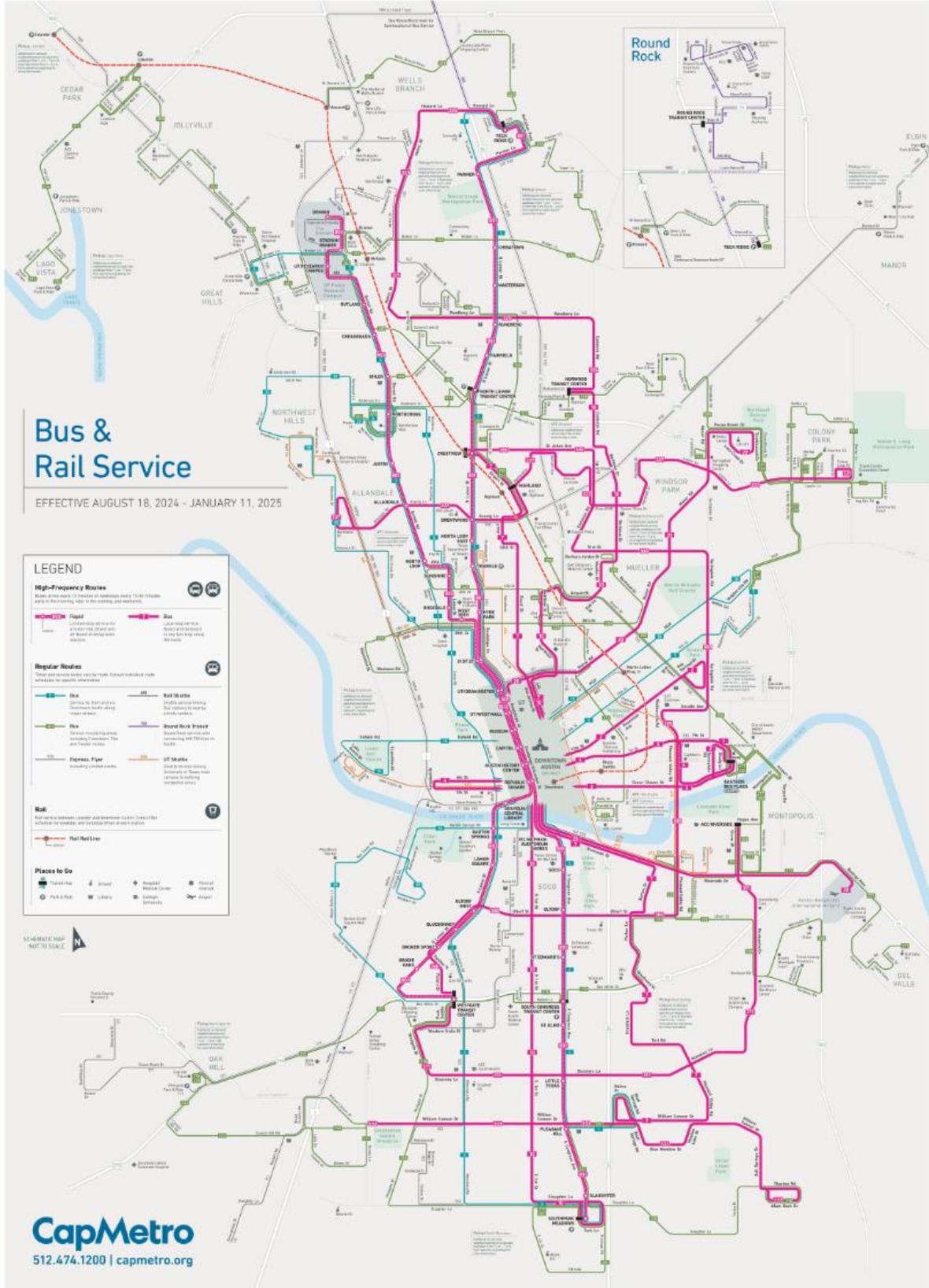
## Service Area Member Cities and Communities

The CapMetro service area extends across approximately 549 square miles and includes more than 1.3 million residents. The following map shows the CapMetro service area. The areas that participate in the agency include Austin, Jonestown, Lago Vista, Leander, Manor, Point Venture, San Leanna, and Precinct Two of Travis County and the Anderson Mill area of Williamson County.



This information is to be used for reference purposes only. Capital Metro does not guarantee the accuracy of this material and is not responsible for any misuse or misrepresentation of this information.

## CapMetro System Map



This information is to be used for reference purposes only. Capital Metro does not guarantee the accuracy of this material and is not responsible for any misuse or misrepresentation of this information.

## **Community Information and CapMetro Engagement**

CapMetro is invested in the Central Texas community and has adopted a Community Engagement Policy to ensure the community is part of its decision-making process. CapMetro works with four citizen advisory committees, which provide recommendations and feedback on planning, operations and services (the first three are appointed by the board of directors): the Customer Satisfaction Advisory Committee (CSAC), the Access Advisory Committee (AAC), Public Safety Advisory Committee (PSAC), and the Diversity, Equity and Inclusion Community Advisory Group. In addition, the agency is a partner with dozens of stakeholder organizations throughout the region to ensure their voices are considered.

CapMetro partners with various nonprofit, cultural, business and social service organizations to serve the community. In FY2024, the agency continued our partnerships with organizations like the ATX Kids Club, Creative Action, Financial Health Pathways, Foundation Communities, African American Youth Harvest Foundation, Austin NAACP, Con Mi Madre, AVANCE, Age of Central Texas, DivInc, Todos Juntos Learning Center and forged new ones with groups like Más Cultura, The New Philanthropist, El Buen Samaritano, American Youthworks, and Parents in Parenting.

Over the last year, CapMetro has worked closely with Transit Empowerment Fund (TEF) and the community to identify opportunities to enhance the program. Since its establishment in 2012, the program has provided more than 10 million rides. In FY2024, CapMetro launched a new transit pass for people experiencing homelessness to further complement the suite of work accomplished through our partnership with TEF and the other CapMetro fare programs.

CapMetro supports emergency response operations, both within and outside of the service area, by sending buses to be used as temporary shelters during floods, fires and other emergencies. In addition, when temperatures fall below 32 degrees, CapMetro sends “cold weather buses” for Austin-area residents experiencing homelessness, transporting them to local emergency shelters in cooperation with the City of Austin’s Office of Emergency Management. The agency has provided similar support when the city has issued extreme heat warnings, to transport people to cooling centers.

CapMetro’s engagement team has continued its hybrid approach to public involvement both in-person and virtually. Areas of focus for Community Engagement include performing engagement for Project Connect in coordination with the Austin Transit Partnership to support the program’s engineering, design and implementation efforts; collaborating with the CapMetro Planning department to launch phase I and phase II of equitable transit-oriented development (ETOD) engagement, with an emphasis on small focus groups to hear from communities of color; supporting agency-wide proposed fares program with the development of a community involvement plan, and working with the Public Safety department to engage the community in the development of the department. The CapMetro Art program expanded the Art on the Bus program in partnership with Creative Action to several area school districts including Austin, Leander, Manor and Del Valle. This program collaborates with the Marketing team, featuring student artwork on four vehicle wraps through an art engagement curriculum focusing on sustainability and the value of transit. Additionally, in partnership with Más Cultura, it continued the Diversity Equity and Inclusion Art project to highlight National Heritage Months and partnered with local artists to engage the community in the design creation.

Future plans for CapMetro call for the continued growth of its community engagement programming, including CapMetro Cares. CapMetro Cares strives to amplify the good causes of local nonprofits by offering a limited opportunity for qualifying organizations to use available space on CapMetro vehicles.

## **Benefits of Public Transportation**

### **Saves Money:**

Riding transit is an affordable option. The average cost of car ownership is \$774 a month. CapMetro has some of the lowest fares in the nation. A 31-Day Pass for local services costs our customers just \$41.25, almost 20 times less than the cost of owning and maintaining a car.

### **Protects the Environment and Improves Air Quality:**

Switching to riding public transportation is one of the most effective actions individuals can take to reduce their carbon footprint. Car transportation accounts for nearly half of the carbon footprint of a typical American family with two cars; it is by far the largest source of household emissions and, as such, the largest target for potential reductions. The average passenger car in the U.S. produces just under one pound of carbon dioxide per mile traveled. If just one driver per household switched to taking public transportation for a daily commute of 10 miles each way, it would save 4,800 pounds of carbon dioxide per household per year. Each year since 2019, CapMetro engages the community and children in this conversation through the Electric Bus Art contest to raise awareness of the benefits of electric buses.

### **Improves Health:**

Riding CapMetro is a healthy choice. Studies have shown that regular transit riders tend to be healthier because of the exercise they get walking to and from bus stops, train stations and their homes or offices. Compared to car travel, traveling by bus carries 23 times less risk of fatal injury and five times less risk of non-fatal injury. Additionally, those who drive less frequently tend to have lower levels of stress. Reduced stress levels can decrease the risk of cardiovascular disease and improve mental health. Riding transit also increases the opportunity for social connections. Stronger social networks within a community have been shown to have positive correlations with physical and mental well-being.

### **Manages Traffic Congestion:**

According to Texas A&M's Texas Transportation Institute, (TTI), Austin ranked 12th in travel-time delay for medium-sized cities with an index of 1.33, meaning peak-hour travel takes an average of 33% longer than free-flow travel, particularly on I-35 and MoPac. Drivers in the region are wasting millions of hours annually stuck in traffic.

Transit agencies play an important role in reducing congestion by providing transportation alternatives and supporting land use patterns that reduce vehicle travel. Based on the most recent TTI report on congestion, public transportation saved travelers 865 million hours in travel time and 450 million gallons of fuel. During rush hour, a full 40-foot bus can take 35 cars off the road, and a full train has more than 100 cars.

## Governance

An eight-member board of directors has governance responsibilities over CapMetro. The composition of the CapMetro board is shown below:

- ◆ Three members appointed by CAMPO, of whom
  - One must be an elected official.
  - One must have at least 10 years of experience as a financial or accounting
  - One must have at least 10 years of experience in an executive-level position.
- ◆ Two members appointed by the City of Austin, of whom
  - One must be an elected official.
- ◆ One member appointed by Travis County Commissioners.
- ◆ One member appointed by Williamson County Commissioners.
- ◆ One member, who must be an elected official, appointed by all small city mayors (excludes City of Austin).

<u>BOARD MEMBER</u>	<u>APPOINTING BODY</u>	<u>TERM EXPIRES</u>
Jeffrey Travillion, Chair	Travis County	June 1, 2027
Leslie Pool, Vice Chair	City of Austin	June 1, 2025
Becki Ross, Secretary	Small Cities	June 1, 2027
Eric Stratton	Williamson County	June 1, 2026
Paige Ellis	Capital Area Metropolitan Planning Organization	June 1, 2025
Diane Bangle	Capital Area Metropolitan Planning Organization	June 1, 2026
Jose "Chito" Vela	City of Austin	June 1, 2025
Matt Harriss	Capital Area Metropolitan Planning Organization	June 1, 2027

## Management

CapMetro's executive management team has diverse experience and the skills to lead the organization into the future.

<b>Executive Management Team</b>	
President and Chief Executive Officer	Dottie Watkins
Deputy Chief Executive Officer	Kerri Butcher
Executive Vice President, Chief Financial and Risk Officer	Catherine Walker
Executive Vice President, Chief Experience and Engagement Officer	Samantha Baez
Executive Vice President, Engineering, Construction and Operations Systems	Dave Kubicek
Executive Vice President, Chief Strategic Planning and Development Officer	Sharmila Mukherjee
Executive Vice President, Administration, Diversity and Inclusion Officer	Donna Simmons
Executive Vice President, Chief Operating Officer	Andrew Skabowski
Executive Vice President, Systemwide Accessibility and Chief Safety Officer	Gardner Tabon
Senior Vice President, Chief Information Officer	Tanya Acevedo
Vice President, Procurement and Chief Contracting Officer	Muhammad Abdullah
Vice President, Government Affairs	Leroy Alloway
Vice President, Chief Counsel	Brad Bowman
Vice President, Facility Management and Capital Construction	Kenneth Cartwright
Vice President, Organizational Strategy and Projects	Ashley Erickson
Vice President, Internal Audit	Terry Follmer
Vice President, Rail Operations	Muriel Friday
Vice President, Demand Response and Innovative Mobility	Auturo Jackson
Vice President, Chief Information Security Officer Technology	John Kiczek
Vice President, Facilities Maintenance	John Martin
Vice President, Rolling Stock and Support Equipment	Rahul Nair
Vice President, Systems Engineering and Design	Juan Rincon
Vice President, People & Culture	Benjamin Sims
Vice President, Bus Operations and Maintenance	Miles Turpin
Vice President, Long Range Planning	Vacant

## System Facility and Fleet Characteristics

### CapMetro Facilities

CapMetro Headquarters  
700 Lavaca, Austin, Texas 78701  
19,671 square feet, 2019

Future CapMetro Headquarters  
3100 E. Fifth St., Austin, Texas 78702  
182,716 square feet, 2023

Administrative Office and Administrative Facility  
2910 E. Fifth St., Austin, Texas 78702  
Administration: 42,840 square feet, 1986  
Maintenance: 116,495 square feet, 1986

Transit Store, Paratransit Eligibility  
209 W. Ninth St., Austin, Texas 78701  
7,052 square feet, 2013

Future Transit Store, Paratransit Eligibility  
1705 Guadalupe. Master Unit 1  
Austin, Texas 78701  
7,749 square feet, 2023

MetroBike/Bus Operations and Maintenance (Interim)  
4811 E. Seventh Street  
Austin, Texas 78702  
11,978 square feet, 2023

#### **Austin**

Delco Center Park & Ride  
Great Hills Park & Ride  
Howard Station Park & Ride  
Lakeline Station Park & Ride  
New Life Park & Ride  
Norwood Transit Center  
North Lamar Transit Center  
Pavilion Park & Ride  
Pinnacle Park & Ride  
South Congress Transit Center  
SouthPark Meadows Park & Ride  
Tech Ridge Park & Ride

Administrative Annex/Childcare Facility  
624 Pleasant Valley, Austin, Texas 78702  
25,500 square feet, 2006

Demand Response Services Facility  
509 Thompson Lane, Austin, Texas 78742  
24,821 square feet, 2000

North Operations Facility  
9315 McNeil Road, Austin, Texas 78758  
136,827 square feet, 2008

Bikeshare Maintenance Facility  
1000 Brazos, Suite 100, Austin, Texas 78701  
4,850 square feet, 2022

Transit Police Station  
8200 Cameron Road, Austin, Texas 78754  
9,246 square feet, 2023

Central Warehouse  
9715-A Burnet Road, Austin, Texas 78758  
20,822 square feet, 2023

### Park & Ride Facilities

Triangle Park & Ride  
Westgate Transit Center

#### **Jonestown**

Jonestown Park & Ride

#### **Lago Vista**

Lago Vista Park & Ride

#### **Leander**

Leander Station Park & Ride

#### **Manor**

Manor Park & Ride

Crestview Station  
Downtown Station  
Highland Station  
Howard Station and Park & Ride  
Kramer Station

## **Rail Stations**

Leander Station and Park & Ride  
Lakeline Station and Park & Ride  
McKalla Station  
MLK Jr. Station  
Plaza Saltillo Station

Diesel buses: 375  
Electric buses: 104  
Paratransit vans: 131  
Paratransit minivans: 98  
Pickup vans: 38  
Rail vehicles: 10

## **Fleet Description**

## **Business Planning and Budget Process**

Chapter 451 of the Texas Transportation Code provides requirements of CapMetro related to strategic planning, budget planning, and capital planning.

### **Business Planning and Adoption Process**

State law requires that CapMetro's Board adopt an annual operating and capital budget of all major expenditures by type and amount. The budget must be adopted before the beginning of each fiscal year (October 1) and before CapMetro conducts any business in the new fiscal year.

CapMetro initiated the budget process with requests for departments to submit preliminary budget requests in February 2024. The budget was then calibrated to ensure alignment with revenue and projected spending for the remainder of fiscal year 2024, and extensively reviewed by agency management and leadership.

The budget adoption timeline was presented to the Board in May 2024, and a draft proposed budget was presented in July 2024.

Public engagement on the budget kicked off in July 2024 and included meetings with CapMetro's existing board-appointed advisory committees, a public hearing held in September 2024, and general engagement opportunities at CapMetro stops and stations and through online engagement platforms.

### **Capital Plan**

Chapter 451 of the Texas Transportation Code requires the Board to adopt a five-year plan for capital improvements that support strategic goals as outlined in the strategic plan. The capital improvement plan must describe the projects, prioritize them, and establish funding and policy guidelines.

### **Strategic Plan**

Chapter 451 of the Texas Transportation Code requires the CapMetro Board to adopt a strategic plan that establishes the authority's mission and goals and summarizes planned activities to achieve the mission and goals.

The CapMetro Board adopted the agency strategic plan (mission, vision, values, objectives) in 2022, and was provided updates on the strategic plan and priority implementation in 2023 and 2024. Annual priorities for fiscal year 2023 and 2024 were identified by the Senior Executive Team, led by the President & CEO. For fiscal year 2025, priorities were identified by senior staff throughout the organization, and focused on ensuring the core of our agency's business – providing quality transit service – was centered and at the forefront of the fiscal year.

# CORE VALUES

**Safety, Equity, Innovation, Transparency and Sustainability**

### Mission

To empower, enhance and serve the region and its communities through the responsible delivery of high-quality public transportation.

### Vision

CapMetro is integral to the region and its communities, providing connectivity, fostering economic activity and ensuring safe, environmentally sustainable and equitable access to opportunity.

Goals	Objectives
<p><b>Customer</b> Provide a convenient, desirable and accessible option for mobility in the region and its communities.</p>	<ul style="list-style-type: none"> <li><b>A</b> Provide a reliable and safe transit service.</li> <li><b>B</b> Continue to improve the customer experience.</li> <li><b>C</b> Ensure the system is accessible for everyone in the region.</li> </ul>
<p><b>Community</b> Demonstrate our value to a growing region by collaborating with partners and communities.</p>	<ul style="list-style-type: none"> <li><b>D</b> Support sustainable growth through improved access to jobs, services and opportunities.</li> <li><b>E</b> Continue to improve the environment by transforming into a fully carbon-neutral transit agency by 2040.</li> <li><b>F</b> Engage the community, customers and stakeholders in a constant process to reflect their input in the transit system and respond to immediate needs.</li> <li><b>G</b> Foster community conversations to improve regional mobility.</li> </ul>
<p><b>Workforce</b> Invest in a productive and valued workforce.</p>	<ul style="list-style-type: none"> <li><b>H</b> Recruit, hire and develop an engaged workforce from a diverse talent community.</li> <li><b>I</b> Foster an inclusive, collaborative culture that develops a diverse and engaged workforce.</li> <li><b>J</b> Expand and develop a highly skilled workforce to meet the changing needs of the agency and community.</li> </ul>
<p><b>Org. Effectiveness</b> Deliver responsibly and sustainably on the mission.</p>	<ul style="list-style-type: none"> <li><b>K</b> Be a fiscally responsible and transparent steward of public funds.</li> <li><b>L</b> Advance the culture of safety throughout the organization.</li> <li><b>M</b> Balance investments while prioritizing a state of good repair.</li> </ul>

Annual Calendar	Month
Management team develops objectives and strategies to achieve organizational goals.	February
Budget development begins.	February
Department managers develop business plans that support achievement of objectives.	April
Board reviews strategic plan.	May
Board reviews proposed budget. Staff provides budget updates to the Access Advisory Committee. Staff provides budget updates to the Customer Satisfaction Advisory Committee. Staff holds meetings with stakeholders.	July/August
Proposed budget document is posted online for public review (14-day requirement).	August
Staff conducts budget outreach across service area for public input.	Late August
Board holds public hearing on proposed budget	Mid-September
Board is scheduled to adopt budget.	Late September
Approved budget document is published.	October

## **Basis of Budget and Basis of Accounting**

CapMetro accounts for its operations as a proprietary (enterprise) fund. Proprietary funds are used to account for operations that: (a) are financed and operated in a similar manner to private business where the intent of the governing body is that the costs of providing goods or services to the general public on a continuing basis be financed or recovered primarily through user charges; or (b) where the governing body has decided that periodic determination of revenue earned, expenses incurred and/or net income is appropriate for capital maintenance, public policy, management control, accountability or other purposes.

As a proprietary fund, the budget is prepared on a full-accrual basis of accounting. This means that expenses are recognized as they are incurred, and revenues are recognized when earned. Accounting records and financial statements are developed and maintained in accordance with generally accepted accounting principles (GAAP).

To prepare the budget, CapMetro uses a zero-based budgeting concept. Each year, expenses must be justified to the president and chief executive officer, the deputy chief executive officer, the chief financial and risk officer, the executive team and Budget staff. Revenue projections are developed based on service levels, ridership estimates and the economic outlook. CapMetro's policy is to prepare a structurally balanced budget such that estimated ongoing revenue is sufficient to fund ongoing operating expenses and to use the accumulated fund balance prudently for capital investment or one-time needs.

### **Budget Assumptions**

#### Service Area

It is assumed that the service area will sustain minimal changes.

#### Sales Tax Rate

The sales tax rate is anticipated to remain at 1%.

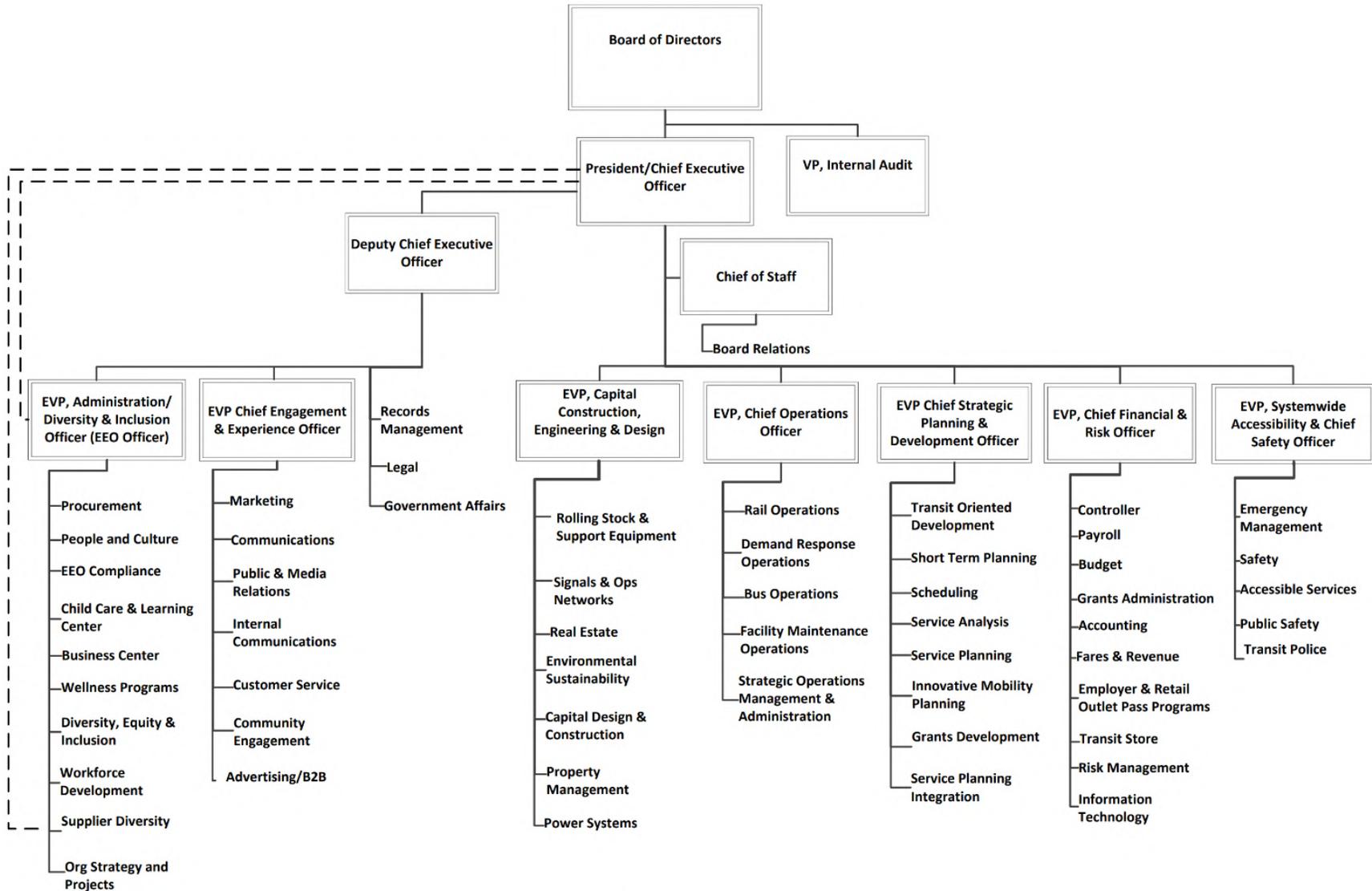
#### Service Levels

It is assumed that bus and rail service miles and hours traveled will be funded at budgeted levels. Further details are available in the Financial and Service Summary section.

#### Staffing Levels

The Full-Time Equivalent (FTE) Staffing Chart shows the staffing levels by department increasing by a combined 3.5 FTEs in FY2024 and FY2025.

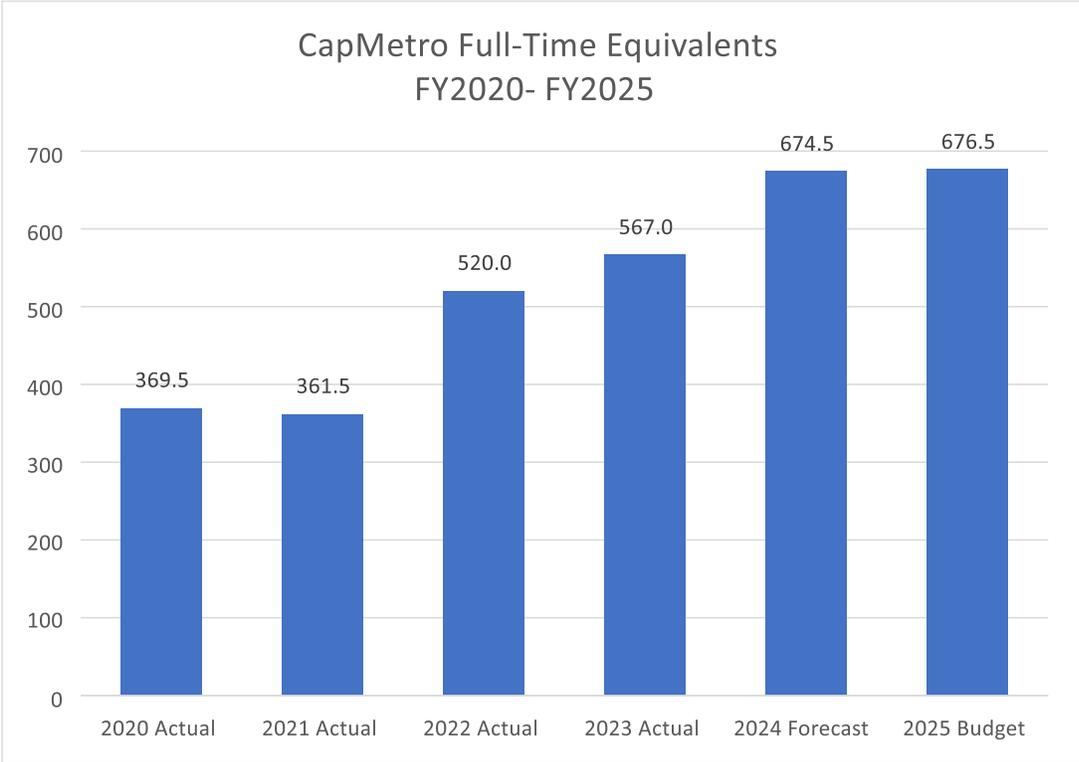
## Organizational Chart



## Full-Time Equivalent Staffing Chart

Department	FY2023 Actual	FY2024 Budget	FY2024 Changes	FY2025 Changes	FY2025 Budget
Bikeshare	13.00	13.30	-	(0.30)	13.00
Board of Directors Support	1.00	1.00	-	-	1.00
Bus Operations and Maintenance	124.00	135.00	-	-	135.00
Business Center	-	-	-	-	-
Capital Construction and Facility Management	-	-	-	9.00	9.00
Capital Construction, Engineering and Design	1.00	1.00	-	-	1.00
Capital Design and Construction	13.00	16.00	-	(8.00)	8.00
Child Care and Learning Center	-	-	-	-	-
Community Engagement	5.00	6.50	-	-	6.50
Customer Care	16.50	17.00	0.50	-	17.50
Demand Response Control and Call Center	34.00	37.00	-	2.00	39.00
Demand Response Oversight	7.00	6.35	-	5.65	12.00
Diversity, Equity and Inclusion	5.00	6.00	-	-	6.00
Executive Staff	7.00	7.00	1.00	-	8.00
Facilities Maintenance	20.00	23.00	-	(4.00)	19.00
Facility Design and Construction	-	-	-	3.00	3.00
Facility Programming and Management	5.50	8.50	-	1.00	9.50
Finance	33.00	34.50	-	1.00	35.50
Government Affairs	4.00	5.50	-	(1.00)	4.50
Information Technology	62.50	66.50	-	(2.00)	64.50
Internal Audit	4.50	6.50	-	-	6.50
Legal	7.50	7.50	-	-	7.50
Marketing and Communications	24.00	26.00	-	-	26.00
Microtransit	2.00	2.35	-	(0.35)	2.00
Organizational Strategy and Projects	11.00	19.00	-	(5.50)	13.50
Paratransit Eligibility	11.00	12.00	-	1.00	13.00
People and Culture	21.50	35.50	-	(0.50)	35.00
Power Systems	1.00	1.00	-	1.00	2.00
Procurement	21.00	22.00	-	-	22.00
Public Safety and Emergency Management	47.50	70.50	-	(12.00)	58.50
Rail Commuter Operations	10.00	11.50	-	(0.50)	11.00
Rail Freight Management	1.00	1.00	-	-	1.00
Real Estate and Facility Planning	5.00	5.00	-	-	5.00
Rolling Stock and Support Equipment	1.00	1.00	-	3.00	4.00
Safety	13.00	17.50	-	(2.00)	15.50
Strategic Planning and Development	27.50	30.50	-	0.50	31.00
Systems Engineering and Designs	1.00	1.00	-	-	1.00
Systemwide Accessibility	2.00	2.00	-	-	2.00
Transit Police	3.00	16.00	-	12.00	28.00
Vanpool	1.00	1.00	-	(1.00)	-
Wellness and Fitness Center	-	-	-	-	-
<b>Total CapMetro FTEs</b>	<b>567.00</b>	<b>673.00</b>	<b>1.50</b>	<b>2.00</b>	<b>676.50</b>

The following chart shows CapMetro's full-time equivalents from FY2020 to FY2025.



# 2

# Financial Policies



CapMetro

## Summary of Financial Policies

CapMetro is not included in any other governmental “reporting entity” as defined in Section 2100, Codification of Governmental Accounting and Financial Reporting Standards. The appointed members of the board have the authority to make policy decisions, select the president and chief executive officer of CapMetro and maintain primary accountability for fiscal matters. CapMetro is in compliance with its financial policies.

CapMetro’s primary financial goal focuses on providing effective and efficient transportation services and systems to the public using a balanced budget. The financial goals of CapMetro are to:

- Operate under a balanced budget.
- Safeguard and maximize resources.

The following guidance and policies are in place to achieve these goals:

- CapMetro operates under a balanced budget. CapMetro’s definition of a balanced budget is in accordance with the Texas Transportation Code, Section 451.103.
- CapMetro utilizes the zero-based budgeting concept.
- Capital assets are recorded at cost and are depreciated over their useful life using the straight-line method.
- Fixed assets for capitalization and financial reporting purposes are purchased items that have a useful life of more than one year, are of a tangible nature and have a value of \$5,000 or more, net cost, not including trade-ins or any taxes, or licenses.
- Sales tax revenue is accrued monthly based on information provided by the Texas Comptroller of Public Accounts.
- CapMetro funds its capital improvements with sales taxes and grants, primarily from the Federal Transit Administration (FTA). Revenue is recognized when all eligibility requirements have been met. The grantor retains a reversionary interest in the capital asset over the estimated useful life of that asset.

Per policy, CapMetro will establish accounting practices that conform to generally accepted accounting principles as set forth by the authoritative standard-setting body.

An annual audit will be performed by an independent certified public accounting firm and an annual comprehensive financial report shall be issued no later than six months following the end of the fiscal year.

The independent certified accounting firm shall report the results of the annual audit to the board’s Finance, Audit and Administration Committee no later than 60 days after the issuance of the annual comprehensive financial report. The chief financial officer shall be responsible for establishing processes to ensure timely resolution of audit recommendations, if applicable.

CapMetro shall provide its annual share of contributions to retirement plans in accordance with actuarial recommendations.

Investments shall be made prudently in conformance with CapMetro’s Investment Policy and state statute.

All grants and other federal and state funds shall be managed to comply with the laws, regulations and guidance of the grantor.

A five-year financial forecast shall be prepared annually projecting revenue and expenditures. The forecast shall be used as a planning tool in developing the following year's budget and five-year capital improvement plan.

A financial forecast that spans a longer planning horizon shall be prepared at least every five years, or more frequently if dictated by changing conditions or priorities. The long-range financial forecast shall be developed in conjunction with CapMetro's comprehensive service plan development to evaluate whether estimated funding sources are sufficient to address service priorities over the planning period.

The board shall adopt a budget for the coming fiscal year as required by Section 451.102 of the Code, and a five-year capital improvement plan as required by Section 451.135, no later than its September board meeting. As required by statute, the proposed budget will be made available for public review at least 14 days prior to the board meeting.

Budget accountability rests primarily with individual departments. Department directors and the Finance department shall review budget variances on a monthly basis. Significant budget variances will be further evaluated by the Finance department, the respective department director and business unit vice president to determine whether remedial action is required. If remedial action is required, the Finance department will make recommendations to the chief executive officer, the deputy chief executive officer and the chief operating officer to address the variance.

Section 451.103 of the Code states that an agency may not spend on operations in excess of the total amount specified for operating expenses in the annual operating budget. CapMetro maintains budget control at the departmental level for purposes of operational spending. Section 451.133 of the Code states that an agency may not spend for capital improvements in excess of the total amount allocated for major capital expenditures in the annual budget. CapMetro maintains budget control at the project level for capital expenditures.

CapMetro is in compliance with its financial policies.

### **Reserves and Contingencies Policy**

CapMetro will maintain the following reserve and budgetary contingency accounts in addition to any cash balances that must be maintained to support current spending requirements. CapMetro management will report quarterly to the board of directors and annually as part of the budget development and long-range planning processes the reserve and budgetary contingency balances and any significant changes to the balances.

- A statutory operating reserve is maintained equal to at least two months of operating expenses. The prior fiscal year's actual audited operating expenses will be used when calculating the allocation. The statutory operating reserve is to be used at the discretion of the board only if the board considers the expenditure necessary to address circumstances that could not have been planned or anticipated. Expenditures from the reserve should provide temporary financing for emergencies or unforeseen extraordinary needs.
- A capital project reserve is maintained equal to at least 10% of the five-year annual average capital expenditure of the adopted Five-Year Capital Improvement Plan, but not less than \$2 million. The

capital reserve is to be used at the discretion of the board or the chief executive officer for needed capital costs not already included in CapMetro's budget for a given year.

- A budgetary operating contingency account is maintained equal to 2% of the prior fiscal year's actual operating expenses, but not less than \$1 million. The operating contingency account is to be used at the discretion of the board or the chief executive officer to provide for unforeseen needs that arise during the year, including new service needs that are identified after the budget process. Transfers to and from the contingency account of \$150,000 or more are to be reported to the board of directors quarterly.
- A self-insurance reserve is maintained equal to at least 25% of the prior fiscal year's actual claim payments. The self-insurance reserve is to be used at the discretion of the board only to fund claims not already included in CapMetro's budget for a given year.
- A budget stabilization reserve ("rainy day fund") is maintained equal to one month of annual average operating expenses. The budget stabilization reserve is to be used at the discretion of the board of directors, in times of unexpected revenue shortfall caused by events such as significant economic downturns.
- The \$10 million sustainability capital fund was established in FY2022 to support CapMetro's sustainability vision plan. These funds will be depleted by sustainability-related expenditures programmed in the F2025-FY2029 Capital Improvement Plan.
- In March 2022, a regional partnership with small-member cities and a one-time \$10 million transit-supportive infrastructure fund was established. The estimated FY2025 ending fund balance is \$2.3 million.
- A \$30 million Project Connect dedicated fund was established in FY2024 from the remaining annual FY2023 CapMetro contribution to the Project Connect sequence plan. These funds will be depleted by future expenditures to the program.
- Additional reserves may be created by the agency to set aside funds for specific future purposes. These reserves are to be used at the discretion of the chief executive officer.

CapMetro is in compliance with its reserve and contingency policy.

### **Summary of Debt Policy**

Debt: Section 451.352 of the Texas Transportation Code authorizes an authority to issue bonds at any time and for any amounts it considers necessary or appropriate for the acquisition, construction, repair, equipping, improvement or extension of its transit authority system with the following conditions:

- The board, by resolution, may authorize the issuance of bonds payable solely from revenue.
- Bonds, any portion of which is payable from taxes, may not be issued until authorized by a majority of the votes received in an election ordered and held for that purpose.
- CapMetro's bonds may be sold at a public or private sale as determined by the board to be more advantageous.

- The board, by resolution, may issue short-term bonds secured from revenue or taxes received if the debt has a term not exceeding 12 months, and the bond is payable with taxes or other revenue received on or after the date of issuance and before the end of the fiscal year following the fiscal year during which the bonds were issued.
- CapMetro may not issue short-term debt (less than 12 months in duration) or bonds secured by the revenue of the agency to finance the purchase, acquisition, construction, operation or maintenance of a fixed-rail transit system without a voter referendum.

Pension Obligation Bonds: Section 451.139 of the Transportation Code gives CapMetro the authority to issue bonds in the amounts necessary for managing or funding retiree pension benefit obligations for pension plans existing as of January 1, 2011, and that result from the competitive bidding of transit services required by Section 451.137. The use of this bonding authority is strictly limited, and it is the board's policy to use the authority only in a manner that is consistent with the original intent of the law and only at such a time as it can be justified in terms of the long-term financial sustainability of CapMetro.

Contractual Obligations: Chapter 271, Subchapter A of the Local Government Code authorizes CapMetro to execute, perform and make payments under a contract with any person for the use or the purchase or other acquisition of personal property, or the financing thereof. This provision specifically applies to the purchase or lease of personal property or for financing the acquisition of personal property, such as vehicles. Projects involving purchases of real property or improvements to real property cannot be financed using contractual obligations under state law.

- The contract must (1) be on terms considered appropriate by the board, (2) be in the form of a lease, a lease with an option or options to purchase, an installment purchase or any other form considered appropriate by the board, including that of an instrument that would be required to be approved by the Texas Attorney General, provided that contracts in such form must be approved by the attorney general, (3) be for a term approved by the board and contain an option or options to renew or extend the term and (4) be made payable from a pledge of all or any part of any revenues, funds or taxes available to CapMetro for its public purposes.
- Subject only to applicable constitutional restrictions, the board may obligate taxes or revenues for the full term of a contract for the payment of the contract. The contract may be for any term not to exceed 25 years.

Lease Financing: Lease obligations may also be considered appropriate for financing capital. Lease financing should be considered when determined to be more beneficial, either economically or from a policy perspective. Factors to be considered and evaluated include the useful life of the capital, the terms and conditions of the lease, market convention and the impact on debt capacity and budget flexibility.

The primary goal of the board is to minimize the use of debt and to use debt financing prudently when it is utilized. CapMetro will keep outstanding debt within the limits prescribed by state law and at levels consistent with its creditworthiness objectives. CapMetro will maintain debt service coverage ratios consistent with the best practices for local government debt issuance. At a minimum, the debt service coverage ratio for financial planning purposes will be set at an average coverage ratio of two times net revenue over annual debt service costs. The debt-to-net-revenue coverage ratio will be calculated and presented to the board annually and included in CapMetro's annual comprehensive financial report.

CapMetro is in compliance with its debt policy.

## Summary of Fare Policy

### Purpose

The purpose of this policy is to establish goals, objectives and guidelines to assist the CapMetro Board of Directors and staff in making decisions regarding changes to transit fares. All such decisions will be made in accordance with CapMetro's enabling legislation, Texas Transportation Code Chapter 451, as amended, and Federal Transit Administration (FTA) fare requirements, including 49 CFR Section 609 related to reduced fares for elderly and handicapped persons. When considering increasing or restructuring fares, CapMetro will conduct a comprehensive review of ways to reduce costs and increase ridership, and the corresponding effects on fare box recovery, to minimize the effects of any fare changes on CapMetro's customers. CapMetro's fare recovery ratio remained relatively stable at close to 6% over the last three fiscal years.

### Goal

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

### Fare Policy Review

CapMetro will review its fare policy and pricing annually with the expectation that fares may need to be adjusted to keep pace with the increase in the cost of transit operations. Generally, fare changes will become effective in conjunction with service changes in January or August. Recommendations for fare adjustments will be developed in conjunction with the budget process for the following fiscal year. CapMetro is assessing our fare structure, programs and pricing across modes and programs.

CapMetro is in compliance with its fare policy.

## Current Fare Structure

Fare Type	Local	Local Equifare	Local Reduced	Commuter	Commuter Equifare	Commuter Reduced	CapMetro Access
Single Ride	\$1.25	\$1.00	\$0.60	\$3.50	\$3.00	\$1.75	\$1.75
Day Pass	\$2.50	\$2.00	\$1.25	\$7.00	\$6.00	\$3.50	None
7-Day Pass	\$11.25	None	None	\$27.50	None	None	None
31-Day Pass	\$41.25	\$33.00	\$20.60	\$96.25	\$77.00	\$48.10	\$46.50

Additional Passes	
CapMetro Access 10-Ride Ticket Booklet	\$17.50
CapMetro Access Monthly Pass	\$46.50
Stored Value Card (\$20.00 value)	\$20.00
Stored Value Card (\$40.00 value)	\$40.00

Local: CapMetro Bus, High-Frequency routes, UT Shuttle, CapMetro Rapid and Pickup.

Commuter: CapMetro Rail and CapMetro Express (Commuter passes are also valid on all Local services).

Discounted fare programs available for qualifying riders with a CapMetro Reduced Fare ID: Reduced Fare (seniors, active and reserve military ID holders not in uniform and riders with disabilities or on Medicare) and Equifare (qualifying low-income riders). Seniors 65 and older, Medicare cardholders, active-duty military personnel and people with disabilities may obtain the ID for \$3.00 from the CapMetro Transit Store and is valid for two years.

Fare Capping: A pay-as-you-go system to reduce or "cap" customer spending on fares in a day or month to an amount equivalent to the published daily or monthly pass rates.

Kids 18 and younger and emergency or military personnel in uniform ride free on all CapMetro services.

CapMetro Access Monthly Passes are valid for all Local and Commuter services. Customers riding Local or Commuter services with a valid CapMetro Access Monthly Pass also need a valid CapMetro issued CapMetro Access ID.

CapMetro Access Single Ride and 10-Ride Ticket Booklets are valid only for CapMetro Access services. The tickets are not valid for Local or Commuter services.

CapMetro Bikeshare is a dock-based bike sharing service operating in the downtown, central east, and campus regions of Austin. Discounted memberships are provided for students, staff, and faculty of the University of Texas.

CapMetro Vanpool program provides eligible groups of four to 12 people with a month-to-month vanpool lease agreement including maintenance, insurance, 24-hour roadside assistance and an optional fuel purchasing program. The cost of a vanpool vehicle varies and is based on vehicle selection, commute distance and number of riders sharing the monthly vanpool lease, plus fuel and tolls. Groups must either start or end their trip within the CapMetro service area. CapMetro provides a subsidy of 50% of the monthly lease of the vanpool vehicle.

## Expense Policies

### Expenditure Accountability

All invoices are reviewed on multiple levels. Monthly and quarterly reports that provide operational accountability are provided to department directors, the executive team and the board. Capital project budgets and progress are monitored and reported to the department directors, the senior management team and the board at predetermined intervals. CapMetro has an Internal Audit department that reports directly to the board and is an independent source of objective advice.

### Income Taxes

CapMetro is a political subdivision of the state of Texas and is not subject to income taxation.

### Procurement Policy and Procurement Methods

CapMetro's Procurement department is responsible for purchasing all required goods and services in accordance with sound public contracting policies and procedures. These policies are designed to provide timely delivery of goods and services, quality customer service and savings through:

- Obtaining the most competitive market price to meet or exceed the agency's needs.
- Maintaining effective and user-friendly processes and systems.
- Building strategic partnerships with internal customers.
- Obtaining maximum value from supplier relationships.
- Providing education tools for procurement teams, customers and suppliers.

CapMetro is in compliance with its procurement policy, which is entitled "Acquisition Policy."

CapMetro uses a variety of procurement methods. Selecting the best method is dependent on several factors. One important factor is estimated price. Small purchases expected to cost less than \$50,000 are purchased via CapMetro's "small purchases" method of procurement. Other infrequently used procurement methods include sole source, emergency procurements and statement of qualifications for statutory professional services that must comply with the Texas Professional Services Act.

### Micro Purchases

Purchases less than \$10,000 are micro-purchases and can be completed without securing competitive quotes if the price is fair and reasonable. Procurement and agency staff using purchasing cards for micro-purchases are required to equitably distribute the purchase of like goods and services among qualified suppliers. Micro-purchase procedures may not be used for construction contracts with a value of \$2,000 or more.

### Request for Quotes

A request for quotes (RFQ) is used when a good or service is expected to cost between \$10,000 and \$50,000. A brief description of the item is provided to vendors, who submit written quotes to CapMetro by an established deadline. Whenever possible, CapMetro distributes an RFQ through PlanetBids, a third-party solicitation distribution website. Vendors can register with PlanetBids and receive a free subscription. Registered vendors will automatically receive notification of CapMetro solicitations that match their profile.

### Large Purchases

Purchases in excess of \$50,000 require more comprehensive methods than those used for small purchases. These purchases are solicited using a full and open competitive process to allow all prospective bidders an opportunity to do business with CapMetro. Special efforts are made to make the vendor community aware of CapMetro's requirements. Solicitations are advertised in newspapers and transit

industry publications, and CapMetro distributes solicitation notifications to registered vendors on PlanetBids.

Occasionally, if it is deemed to be in the best interest of the Authority, we may utilize state and local governmental cooperatives. These cooperatives use procurement methods that are in full compliance with all federal and state best practices for full and open competition.

The basic types of procurement methods used for large purchases are invitation for bids (IFB) and request for proposals (RFP). Generally, goods/commodities are procured via IFB, and services through RFP. The solicitation includes a detailed purchase description and/or statement of work, contractual terms and conditions, and instructions on how to submit an offer. Solicitations generally remain open for 30 days.

For IFBs, CapMetro awards contracts to the responsive and responsible bidder offering the lowest price. A bid is responsive if it meets all the material requirements of a solicitation. A bidder is responsible if it can demonstrate the capacity and willingness to meet the requirements (e.g., proper equipment, manpower, financial resources and technical expertise). An award is made to the “low bidder” only if the bidder meets both tests of responsiveness and responsibility.

For RFPs, awards are not based on price alone but include additional weighted factors of importance specified in the solicitation. An independent evaluation team reviews the proposals submitted, and the vendor/contractor offering the best value to the Authority is selected.

For each solicitation, CapMetro assigns a contract administrator as the primary point of contact. In addition, a conference is generally scheduled well in advance of the bid/proposal submission deadline so vendors may obtain clarification. Information contained in the proposals or concerning the number or identity of offerors is unavailable to the public or CapMetro staff members who do not have a legitimate need to know prior to the recommendation of award of a contract. After evaluation of all offers, CapMetro awards a contract. Contracts in the amount of \$150,000 and above require approval by CapMetro's Board of Directors.

# 3

## Financial and Service Summary



CapMetro

## Fund Balance, Reserves and Contingency Requirements

Sound governmental financial practices require the accumulation and maintenance of funds to help stabilize the budget when needed or to accumulate funds for future spending requirements. An entity's accumulated fund balance provides funds that may be needed to address shortfalls that can occur periodically, such as temporary cash flow shortages, emergencies, global pandemics or other unforeseen events. These balances also help provide funding for long-term capital needs. Through years of responsible budgeting and prudent fiscal management, CapMetro is in a strong financial position with fully-funded reserves. These reserves will provide financial resiliency and the funding needed to deliver transit services to the community and ensure that a stable financial position is maintained coming out of the recent economic crisis.

Senate Bill 650 was passed by the Texas Legislature in 2011. This legislation requires CapMetro to establish a reserve account in an amount equal to or greater than actual operating expenses for two months. The amount held in reserve shall be adjusted annually based on CapMetro's actual operating expenses for the 12 months immediately preceding the adjustment. This reserve account is referred to as the "statutory operating reserve."

In FY2024, CapMetro's budget met the operating reserve requirements set forth by the Texas Legislature. The statutory operating reserve account is fully funded at \$58.8 million based on the FY2023 Annual Comprehensive Financial Report and is expected to increase to approximately \$71.7 million in FY2025 as depicted in the table that follows. CapMetro established the statutory operating reserve account on September 1, 2016. The reserve amount will be adjusted annually when audited financial information becomes available. In addition to the statutory operating reserve, the board approved an operating contingency account to be funded at a minimum of \$1 million each year.

CapMetro has budgeted additional amounts to dedicate toward the implementation of the Project Connect sequence plan of \$20.6 million in FY2024 and \$21.2 million in FY2025.

While sales tax receipts were increasing, CapMetro began funding a budget stabilization reserve in FY2016. This reserve was approved by the board in 2010 and was established to set aside excess revenue for use in times of unexpected revenue shortfall caused by emergencies or economic downturns. The reserve was fully funded at the targeted one month of annual average operating expenses in FY2018. In FY2025, the budget stabilization reserve is expected to remain stable at approximately \$35.9 million compared to a balance of \$29.4 million in FY2024. Projections are depicted in the table that follows. The agency has \$29.9 million of dedicated funds for the Project Connect sequence plan that have accumulated from required annual contributions. These funds will be depleted over time as additional construction takes place and revenue service begins. A sustainability capital fund of \$10 million was created in FY2022 for the purpose of supporting the new CapMetro Sustainability Vision Plan and future projects that are developed from the plan. An estimated \$2.85 million is forecast to be utilized by the end of FY2025, leaving a balance of \$7.15 million for projects beyond FY2025. The budget also includes a self-insurance reserve of approximately \$1.7 million, a reserve of \$2.9 million to fund estimated commitments beyond FY2024 under interlocal agreements with the city of Austin for mobility programs. The operating budget includes \$1 million in appropriations for potential billings from the city of Austin in FY2025. A Small Cities Transit Supportive Infrastructure Fund of \$2.3 million has also been set aside.

**FY2025 Projected Ending Fund Balance:**

**Projected Beginning Balance** **\$393,114,239**

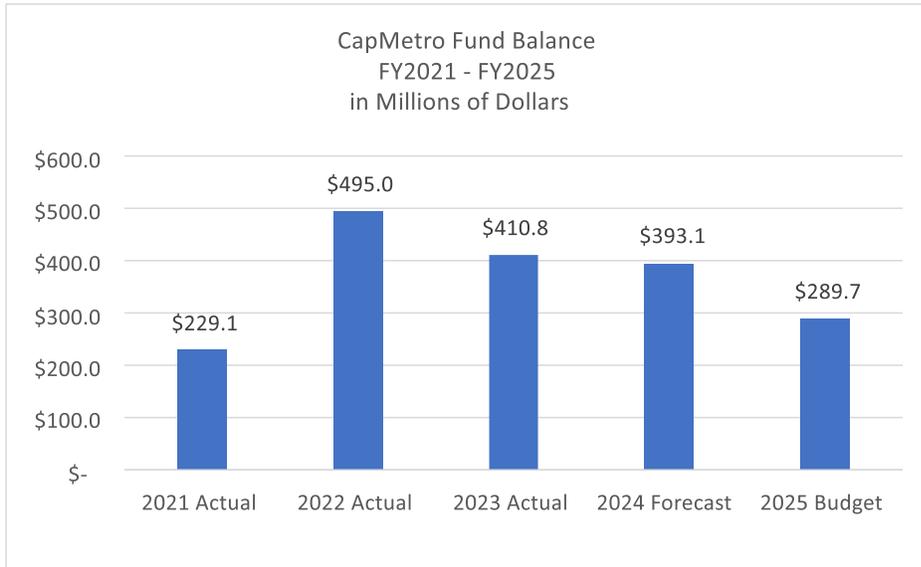
**FY2025 Projected Activity:**

+ Revenue	601,336,909
- Operating Expenses	448,526,352
- Interlocal Agreements	5,191,439
- Contribution Toward Project Connect	21,218,000
- Capital Projects	229,833,821
<b>= Projected Ending Balance</b>	<b>\$289,681,537</b>

**Breakdown of Ending Balance:**

Statutory Operating Reserve Requirement	71,705,132
Budget Stabilization Reserve	35,852,566
Project Connect - Dedicated Funds	29,903,963
Sustainability Capital Fund	7,150,000
Small Cities Transit Supportive Infrastructure Fund	2,262,998
City of Austin Mobility Programs	2,860,216
Self-Insurance Reserve	1,716,327
Funding for 5-Year Capital Improvement Plan	138,230,335
<b>= Projected Ending Balance</b>	<b>\$289,681,537</b>

The following chart depicts the history and a projection of ending fund balance for five fiscal years.



## Revenue by Category

The following schedule summarizes FY2025 revenue projections by category and shows the increase or decrease compared to the FY2024 Budget. The schedule also depicts FY2023 actual revenue, as well as FY2024 forecast revenue. Sales tax revenue represents the primary source of revenue for CapMetro, contributing approximately 67.0% of the total revenue budget.

	FY2023 ACTUAL	FY2024 BUDGET	FY2024 FORECAST	FY2025 BUDGET	Var \$ FY2025 vs. FY2024	Var % FY2025 vs. FY2024
Sales Tax	\$382,375,243	\$396,736,814	\$391,029,956	\$402,760,855	\$6,024,041	1.5%
Passenger Revenue	17,985,571	18,591,722	18,069,248	20,090,998	1,499,276	8.1%
Freight Railroad Revenue	6,337,627	6,701,074	6,527,613	6,672,148	(28,926)	(0.4%)
Other Revenue	25,807,003	6,835,899	23,683,888	19,204,758	12,368,859	180.9%
Operating Contributions and Grants	53,597,248	91,140,574	58,729,724	64,754,412	(26,386,162)	(29.0%)
Capital Grants - Federal	23,563,127	74,330,752	64,906,485	26,583,184	(47,747,568)	(64.2%)
Capital Grants - State	1,392,569	3,067,594	1,102,850	576,882	(2,490,712)	(81.2%)
Other Capital Contributions	20,583,651	133,266,713	34,683,264	60,693,672	(72,573,040)	(54.5%)
<b>Total Revenue</b>	<b>\$531,642,040</b>	<b>\$730,671,142</b>	<b>\$598,733,028</b>	<b>\$601,336,909</b>	<b>(\$129,334,232)</b>	<b>(17.7%)</b>

## Factors Affecting Revenue

### Sales Tax Revenue

Sales tax represents the largest component of CapMetro's total revenue. Sales tax revenue can fluctuate significantly from year to year since collections are directly related to economic conditions. For FY2025, sales tax revenue is budgeted at \$402.8 million, 3.0% above the amount forecasted in FY2024 due to favorable but slowing sales tax trends. FY2024 forecasted sales tax collections are \$391.0 million, or 1.4%, less than originally budgeted. Several payments in the first half of FY2024 did not achieve the budgeted year-over-year growth rate of 4.5 percent. This volatility is a result of national and regional forecasts of near-term economic uncertainty, workforce availability and cost, tight monetary policy and global supply issues still being a factor.

Sales tax is levied on the sale, lease or rental of all taxable goods and services within the CapMetro service area. Certain foods and drugs as well as governmental purchases are exempted from sales tax.

### Passenger Revenue

In total, \$20.1 million is projected in passenger revenue with a continued gradual increase of ridership projected. Included in the passenger revenue category are payments from the University of Texas (UT) for shuttle and bus services for their students, faculty and staff with revenue estimated at \$7.3 million. CapMetro is assessing our fare structure, programs and pricing across modes and programs.

Revenue from CapMetro Vanpool is expected to continue recovering with total revenue estimated at \$1.8 million and 170 vanpools by the end of FY2025.

## **Freight Rail Revenue**

In June 2015, the board approved a contract with Watco Companies, LLC, for freight operations and maintenance services on CapMetro's railroad. The contract provides for a base period of 20 years with six five-year options and Watco assumed complete operation of the assigned services on October 1, 2015. The contract includes a revenue-sharing component, under which CapMetro will receive 16.5% of gross revenue each year. In FY2025, CapMetro's share of gross revenue is expected to be approximately \$5.4 million based on estimated shipping activity. As the owner of the railroad, CapMetro will continue to be responsible for certain capital investments, such as its bridge replacement program.

In January 2005, the United States Congress enacted the Railroad Track Maintenance Tax Credit — section 45G of the U.S. Tax Code. The 45G tax credit is a federal income tax credit for track maintenance conducted by short lines and regional railroads in the United States. The credit is equal to 40% of qualified track maintenance expenditures and other qualifying railroad infrastructure projects estimated to an annual amount of approximately \$544,500. This credit is taken by Watco and credited to CapMetro as revenue per terms of the contract.

The remainder of the freight rail revenue includes approximately \$717,000 related to licenses and fees associated with the use of CapMetro's railroad right-of-way.

## **Other Revenue**

Revenue in this category includes \$15.0 million in interest earnings, \$2.1 million in purchased transportation agreement revenue (revenue CapMetro earns from regional partner agreements with communities outside of the service area) and \$1.4 million projected in advertising revenue on CapMetro buses.

## **Operating Contributions from Grants**

Grants are typically the second largest component of CapMetro's total revenue. CapMetro uses its grant funding for eligible operating and capital activities. The majority of grant funding contributed to operating activities is provided through the FTA. CapMetro has projected \$44.0 million of its Urbanized Area Formula (Section 5307) program funds for FY2025. For public transit agencies that operate in urban areas with a population greater than 1 million, the use of Section 5307 grants for operations is restricted to specific categories of expenses, primarily related to capital consumed for service or maintenance, special services required by the Americans with Disabilities Act (ADA), and mobility management.

Other operating expenses that will be reimbursed by federal grants during FY2025 include \$1,149,500 for Equitable Transit-Oriented Development and \$300,000 for Bus Electrification Training Expense.

## **Capital Grants**

CapMetro receives grant funding through a variety of grant programs for various capital projects. These projects include new CapMetro Rapid lines, new buses, facilities and rail infrastructure improvements. Some of the federal grant funds are apportioned to CapMetro annually by the FTA under a prescribed formula. One example is the Grants for Buses and Bus Facilities Formula Program (Section 5339(a)). CapMetro programs its annual Section 5339(a) funds to replace buses that have exceeded their minimum useful life. The State of Good Repair Program (Section 5337) is another formula grant CapMetro receives annually. It programs the funds for rail maintenance and rehabilitation projects to maintain a state of good repair. In FY2025, CapMetro also plans to allocate amounts from its FY2024 and FY2025 Urbanized Area Formula Program (Section 5307) apportionment toward revenue vehicle replacements.

Other grants have been awarded to CapMetro for specific capital projects at the discretion of the funding agency instead of by formula. Discretionary grants will provide revenue for various capital projects in FY2025 including for the development of the Pleasant Valley and Expo Center CapMetro Rapid lines which are Project Connect program initiatives partially funded by the FTA's Capital Investment Grant Program. Other capital projects funded by discretionary grants awarded through both federal and state agencies include double tracking for commuter rail optimization in East Austin through the U.S. DOT Rebuilding American Infrastructure with Sustainability and Equity (RAISE) program, a demand response operations and maintenance facility replacement and expansion through the FTA's Bus and Bus Facilities Competitive Program (Section 5339(b)), replacement of wheelchair-accessible vehicles, replacement of a rail bridge in the East Subdivision through the Federal Railroad Administrations Consolidated Rail Infrastructure and Safety Improvements (CRISI) program, and preliminary engineering for grade separating N. Lamar

Boulevard and the CapMetro Rail Red Line and redesign of the N. Lamar Blvd. and Airport Blvd. intersection through the Federal Highway Administration's Surface Transportation Block Grant (STBG) program.

CapMetro continues to pursue other grant opportunities to maximize transit benefits available to the region. Because many of these grant programs are highly competitive, capital grant projections only reflect grants for projects that have already been awarded or for project selections that have been announced.

### **Other Capital Contributions**

Other capital contributions include \$59.2 million from the Austin Transit Partnership for reimbursement of projects within the Project Connect program sequence plan, reimbursements from the city of Austin of \$1.2 million for the bikeshare system replacement and expansion and \$250 thousand for track work and relocation of the MetroRapid station by the Austin FC soccer stadium.

### **Types of Grants**

Most of CapMetro's grants are provided through programs authorized in legislation and administered by the Federal Transit Administration (FTA), one of 10 modal administrations within the U.S. Department of Transportation. The FTA's most recent authorizing legislation is the Bipartisan Infrastructure Law or BIL (enacted as the Infrastructure Investment and Jobs Act (Pub. L. 117-58)), signed into law on November 15, 2021, and effective on October 1, 2021. The BIL reauthorized federal public transportation program funding for FY2022 through FY2026. It provides a significant increase (approximately 67%) in annual funding for public transportation in comparison with the period authorized in the previous authorization, the Fixing America's Surface Transportation (FAST) Act (P.L. 114-94) of 2015. CapMetro benefits from the following major programs administered by FTA including:

#### **Urbanized Area Formula Grant (Section 5307)**

The Urbanized Area Formula Program (Section 5307) provides annual grants to U.S. Census designated urbanized areas (UZAs) for public transportation capital, planning, job access and reverse commute projects. These funds constitute a core investment in the enhancement and revitalization of public transportation systems in the nation's UZAs, which depend on public transportation to improve mobility and reduce congestion. This grant funding is apportioned using factors that are specified in the law. The Austin UZA was apportioned approximately \$46.5 million in Section 5307 grant funds for FY2024. As the Designated Recipient of Section 5307 funds, CapMetro sub-allocated approximately \$1.13 million to the city of Round Rock and appropriated the rest for CapMetro services. The Bipartisan Infrastructure Law authorizes a 2 percent increase for 2025. As such, CapMetro estimates \$47.4 million will be apportioned to the Austin, TX UZA in FY2025 and it will sub-allocate \$1.15 million to the city of Round Rock. These funds will be applied to eligible operating expenses including, but not limited to, preventive maintenance, special services required by the Americans with Disabilities Act, safety-related activities and capital outlays for revenue vehicle replacement.

#### **Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310)**

The Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve their special needs. Since it became the designated recipient for this program in 2014, CapMetro has been responsible for administering Section 5310 funds apportioned to the Austin UZA. In FY2024 \$1.77 million was apportioned to the Austin UZA and CapMetro estimates a similar amount will be apportioned in FY2025. CapMetro has established a competitive project selection process to award grants for projects carried out by sub-recipients. Although most Section 5310 projects are awarded to local nonprofit agencies, CapMetro uses a portion of the funds for its own activities including program administration, mobility management and for operating assistance for specific transit services.

#### **State of Good Repair Grants Program (Section 5337)**

The State of Good Repair Grants Program (Section 5337) provides capital assistance for maintenance, replacement and rehabilitation projects of high-intensity fixed guideway and bus systems to help transit agencies maintain assets in a state of good repair. This grant funding is apportioned annually to states and urbanized areas with fixed guideways and high-intensity motorbus systems in service for at least seven years. The CapMetro Rail Red Line has been in service since FY2010, making it eligible for these funds. In FY2024, CapMetro was apportioned \$4.8 million and has budgeted a similar amount for FY2025. The funds will be used for activities that maintain the MetroRail in a state of good repair.

## **Bus and Bus Facilities Formula and Discretionary Grants (Section 5339)**

The Bus and Bus Facilities Formula (Section 5339(a)) program provides funding to replace, rehabilitate and purchase buses, related equipment, and bus-related facilities. This grant funding is apportioned annually to states and urbanized areas using factors that are specified in the law. CapMetro was apportioned approximately \$3.1 million in Section 5339(a) grant funds for FY2024 and has budgeted a similar amount for FY2025. These funds will be used to acquire new buses to replace vehicles that have exceeded their useful lives in terms of years and/or miles of service.

In addition to the formula bus program, the Fixing America's Surface Transportation Act (FAST) established two programs, the Bus and Bus Facilities Competitive (Section 5339(b)) program and the Low or No Emission Vehicle (Section 5339(c)) program, for projects selected through an annual competitive process. Section 5339(b) grants may be awarded to states and transit agencies to replace, rehabilitate, and purchase buses and related equipment and to construct bus-related facilities. The competitive allocation provides funding for major improvements to bus transit systems that would not be achievable through formula allocations. In FY2022, CapMetro was awarded \$20 million for construction of a new North Base Demand Response facility. Construction is anticipated to begin in FY2025.

Section 5339(c) includes grants awarded for the purchase or lease of zero-emission and low-emission transit buses as well as acquisition, construction, and leasing of required supporting facilities. Under this program, CapMetro was awarded \$2.3 million in FY2019, \$2.26 million in FY2020, and \$2.89 million in FY2021 to replace diesel buses with zero-emission electric buses and evaluate the performance and interoperability of various technology providers and platforms.

## **Capital Investment Grant Program (CIG)**

The Capital Investment Grant (CIG) Program is a discretionary funding program for the construction of new fixed-guideway public transportation systems and the expansion of existing systems. Eligible projects include transit rail, including subway/elevated rail (heavy rail), light rail and commuter rail, as well as bus rapid transit (BRT) and ferries. There are three categories of eligible projects under the CIG program: New Starts, Small Starts and Core Capacity. Federal transit law requires transit agencies seeking CIG funding to complete a series of steps over several years. The law requires projects to be rated by FTA at various points in the process according to statutory criteria evaluating project justification and local financial commitment. Project sponsors must successfully complete each step and receive a minimum evaluation rating before FTA commits federal funds for the projects. CapMetro is pursuing CIG funding to implement several projects associated with the Project Connect System Plan. On February 7, 2023, CapMetro executed two Small Starts Grants Agreements with FTA for construction of the Expo Center CapMetro Rapid (\$30.9 million) and the Pleasant Valley CapMetro Rapid (\$34.7 million) lines. Both are currently under construction. The target date for the initial start of service is January 2025, with all grant-funded infrastructure and service level commitments met by June 2026.

## **Rebuilding American Infrastructure with Sustainability and Equity (RAISE) Program**

The Rebuilding American Infrastructure with Sustainability and Equity, or RAISE Discretionary Grant program, provides a unique opportunity for the DOT to invest in road, rail, transit and port projects that promise to achieve national objectives. Previously known as the Better Utilizing Investments to Leverage Development (BUILD) and Transportation Investment Generating Economic Recovery (TIGER) Discretionary Grants, Congress has dedicated nearly \$14.3 billion for fifteen rounds of National Infrastructure Investments to fund projects that have a significant local or regional impact.

In each application period, DOT receives hundreds of applications to build and repair critical pieces of our freight and passenger transportation networks. The RAISE program enables DOT to examine these projects on their merits to help ensure that taxpayers are getting the highest value for every dollar invested. The eligibility requirements of RAISE allow project sponsors at the State and local levels to obtain funding for multi-modal, multi-jurisdictional projects that are more difficult to support through traditional DOT programs. In FY2023 CapMetro was awarded \$18 million in RAISE program funds to undertake a commuter rail optimization project. The project will fund the design, engineering, and construction of double tracks along the existing Red Line from Onion Street in the west to E. Timbes in the east. The project also includes a second station platform at Plaza Saltillo, signalization, positive train control (PTC) modifications, safer railroad crossings at five locations, construction of new active transportation infrastructure between Chicon and Pedernales, and the reconfiguration of 5<sup>th</sup> Street.

## Other Grants

CapMetro monitors and pursues other FTA grant opportunities to maximize transit benefits available to the region. Recent efforts have resulted in great success. For example, five CapMetro projects have been selected over six rounds of funding under the FTA's Pilot Program for Transit-Oriented Development (TOD) Planning grant program with awards ranging from \$600,000 to \$1,500,000. The funds are used to conduct planning studies focused on maximizing land use and transportation development for various transit corridors. In FY2022, CapMetro was awarded \$780,100 under the FTAs Route Planning Restoration Program. The funds will be used for workforce development activities including training, recruitment, and retention of transit personnel. In FY2023, two CapMetro projects were selected for Community Projects/Congressionally Directed Spending funding. Appropriations included \$4.169 million for electric vehicle charging infrastructure (Congressman Doggett), and \$3.3 million for wheelchair-accessible vehicles at the North Austin ADA Paratransit Base (Congressman Sessions). Funding was also awarded to CapMetro to reimburse approximately \$301,000 in emergency expenses related to the February 2021 winter storm Uri. Approximately \$950,000 was awarded to CapMetro for a cooperative agreement with FTA to demonstrate vehicle automation technology through FTA's Automated Transit Bus Maintenance and Yard Operations Demonstration program.

Grants from other Federal agencies have also been critical to the successful implementation of CapMetro projects. The Federal Railroad Administration (FRA) awarded more than \$2.3 million under the FRAs Consolidated Rail Infrastructure and Safety Improvements (CRISI) program to replace the Walnut Creek Bridge on the East Subdivision short line railroad. In FY2023, CapMetro executed an advanced funding agreement with the Texas Department of Transportation for \$4.6 million in Federal Surface Transportation Program (Federal Highway Administration) funding for environmental studies and preliminary engineering design of a CapMetro Rail Red Line grade separation project at North Lamar and Airport Blvd. Also, the Federal Emergency Management Agency (FEMA) awarded \$120,000 to CapMetro for cybersecurity and information infrastructure.

In recent years, state grants have also been an important source of funds. The Texas Commission on Environmental Quality (TCEQ) has awarded more than \$11.1 million to CapMetro through various grant programs including the Emissions Reduction Incentive Grant (ERIG) and Texas Clean Fleet Program (TCFP), and the Alternative Fueling Facilities Program (AFFP). These TCEQ funds have provided financial assistance for replacing old buses with new buses, including zero-emission, battery-electric buses and associated infrastructure to reduce pollution emissions.

## Operating Expenses by Category

The following schedule summarizes FY2025 operating expenses projections by category and shows the increase or decrease compared to the FY2024 Budget. The schedule also depicts FY2023 actual expenses, as well as FY2024 forecast expenses. Purchased transportation services represent approximately 50.4% of the total operating budget.

	FY2023 ACTUAL	FY2024 BUDGET	FY2024 FORECAST	FY2025 BUDGET	Var \$ FY2025 vs. FY2024	Var % FY2025 vs. FY2024
Salaries and Benefits	\$75,980,825	\$92,164,790	\$89,197,072	\$97,173,433	\$5,008,643	5.4%
Professional Services	46,421,182	68,945,277	60,361,904	60,563,378	(8,381,899)	(12.2%)
Materials and Supplies	18,234,074	17,636,027	16,931,048	19,203,942	1,567,915	8.9%
Fluids	14,200,765	15,276,103	19,728,001	15,133,560	(142,543)	(0.9%)
Utilities	4,263,024	5,447,939	5,356,265	8,340,447	2,892,508	53.1%
Insurance	689,293	689,400	1,946,672	1,953,900	1,264,500	183.4%
Purchased Transportation	191,777,391	209,091,610	229,683,849	228,754,677	19,663,067	9.4%
Other	3,492,573	11,982,828	9,625,176	11,187,640	(795,188)	(6.6%)
Interest Expense	414,568	—	—	—	—	0.0%
Lease and Rent	3,347,944	6,219,230	6,283,422	6,215,375	(3,855)	(0.1%)
Interlocal Agreements	3,631,375	12,029,774	5,309,153	5,191,439	(6,838,335)	(56.8%)
<b>Total Operating Expenses, including Interlocal Agreements</b>	<b>\$362,453,013</b>	<b>\$439,482,978</b>	<b>\$444,422,562</b>	<b>\$453,717,791</b>	<b>\$14,234,813</b>	<b>3.2%</b>

## Factors Affecting Operating Expenses

### Salaries and Benefits

FY2025 labor and benefits increase by \$5.0 million or 5.4% and include a net increase of 1.5 full-time positions during FY2024 and 2 electric vehicle maintenance training positions in FY2025. The budget also includes funding for performance-based salary increases for CapMetro staff, estimated at an average 3% increase.

Funding for healthcare claims is projected based on current claims utilization, national medical trends and increases in eligible participants. CapMetro's overall benefits expense increase by \$3.0 million in FY2025 from FY2024 with rising health care costs and additional anticipated pension expense. CapMetro offers premium and cash incentives to help manage health care costs by encouraging employees and spouses to complete health risk assessments and biometric testing. The goal is to help participants identify any potential health issues proactively. The medical plan network discounts through United Healthcare (UHC) were 67.8% with local providers, which also contributes to controlling costs. In addition to these discounts, UHC offers wellness, health education and disease management programs for participants. CapMetro also has an on-site wellness and fitness program. Estimated employer costs related to two pension plans are included in this category.

### Professional Services

External services are needed for various operational and planning purposes in FY2025. These services include various planning studies, software and hardware contracts, security services, vehicle repair and maintenance, janitorial and landscaping services, and building maintenance. In FY2025, budgeted costs will decrease by approximately \$8.4 million compared to the FY2024 Budget. This is primarily driven by a

reduction in consultation and other professional fees, repair and maintenance, partially offset by an increase in software contract expenses.

### **Materials and Supplies**

The budget is forecasted to increase by \$1.6 million, largely attributable to maintenance materials increases due to the restructuring of the demand response service model. These expenses, previously captured as a purchased transportation expense, will now be the direct responsibility and under the direct control of CapMetro.

### **Fluids**

The budget for fluids consists primarily of funding for diesel fuel, but also includes gasoline and is estimated to decrease by approximately \$143 thousand from the prior year due to fewer miles budgeted from FY2024 to FY2025. Diesel fuel costs are projected at an average per gallon with taxes of \$2.75 for FY2025. Approximately 56% of the FY2025 projected diesel consumption is secured through a fuel hedging program. During FY2024, CapMetro incurred average fuel prices closer to \$2.69 per gallon for diesel, including taxes.

### **Purchased Transportation**

Purchased transportation costs are expected to increase by approximately \$19.7 million. An increase of \$17.3 million is projected for bus services driven by an increase of 6.4% in service hours from the startup of Pleasant Valley and Expo Center CapMetro Rapid lines. CapMetro Access is increasing by \$3.4 million due to an increase of 9.8% in planned hours. CapMetro Rail decreases by \$2.9 million driven by a decrease of 11.2% in planned hours. Pickup is fairly flat with a slight decrease of \$61 thousand due to a reduction of 2% in planned hours.

### **Other Operating Expense**

The FY2025 other operating expense budget is projected to decrease by approximately \$795 thousand due to reduced advertising and travel expenses.

### **Lease and Rent**

The lease and rent expense budget is flat in FY2025 from FY2024. CapMetro's facility plan includes a gradual transition from a mix of leased and owned facilities, to primarily owned facilities. While CapMetro acquired property at several locations in recent years, staff will continue to occupy leased space until those facilities are renovated or constructed in 2025 and 2026.

### **Interlocal Agreements**

CapMetro entered into an interlocal agreement with the city of Austin, which was amended in April 2010, to pay the city its pro-rata share of 25% of CapMetro's one-cent sales tax from 2001 to 2004 in consideration for the city to carry out transportation mobility projects approved by CapMetro. The amount is payable annually based on eligible expenditures incurred during the previous fiscal year. The Austin City Council approved an allocation for priority project funding under this interlocal agreement. Accordingly, \$1 million is budgeted in FY2025 for this mobility program compared to \$2 million in the FY2024 Budget. CapMetro has also set aside estimated funding in a separate reserve account so that funds will be available beyond FY2025 as the city continues to work on these project priorities. In addition, this category includes funding for the expanded Build Central Texas Program for transportation projects in suburban communities that support transit in the amount of \$2.2 million.

## Budget Summary

The table below summarizes CapMetro’s structurally balanced budget for FY2025 and includes projected funding and expenses.

### Budget Summary

<b>Funding</b>	<b>FY2025</b>
Sales Tax	\$402,760,855
Passenger Revenue	20,090,998
Freight Railroad Revenue	6,672,148
Miscellaneous Revenue	19,204,758
Operating Contributions and Grants	64,754,412
Capital Grants - Federal	26,583,184
Capital Grants - State	576,882
Other Capital Contributions	60,693,672
Fund Balance	103,432,702
<b>Total Funding</b>	<b>\$704,769,612</b>

<b>Expenses</b>	<b>FY2025</b>
Operating Expenses	\$448,526,352
Capital Project Expense	229,833,821
Austin Transit Partnership Contribution	21,218,000
Interlocal Agreements	5,191,439
<b>Total Expenses</b>	<b>\$704,769,612</b>

### Debt Amortization

CapMetro paid off all outstanding debt in FY2018, accumulated no additional debt since then and has no borrowing projected in the FY2025 budget. As part of the planning effort for Project Connect funding sources, CapMetro obtained a credit rating in FY2019. S&P Global Ratings (“S&P”), a leading national rating agency, assigned an issuer credit rating of AA- to CapMetro with a stable outlook. In its report published January 28, 2019, S&P cited CapMetro’s “very strong management and governance” bolstered by “prudent financial policies,” “very strong liquidity position” and “extremely strong economic fundamentals” due to service area “population and employment growth” as key factors underpinning the strong credit rating.

In April 2020, S&P Global Ratings affirmed its AA- issuer credit rating on CapMetro with a negative outlook. In its report published April 29, 2020, S&P cited CapMetro's management's flexibility to adjust capital spending and operating expenses, "\$147 million in unrestricted reserves as of March 2020, equal to 218 days' cash on hand, that we expect will be bolstered by an additional \$102 million in federal stimulus aid received from the CARES ACT" and "no debt outstanding" as key factors for affirming its rating. S&P's negative outlook reflected an opinion that "the sudden drop in activity levels and sales tax revenues due to the COVID-19 pandemic will strain CapMetro's financial metrics over the next few months, followed by a potentially slow recovery as measures to control the outbreak become more effective and widespread, allowing for gradual improvements in overall mobility and consumer spending. In addition, a prolonged recession following the pandemic could also strain CapMetro's financial metrics over the longer term, depending on the severity of the recession."

In April 2021, S&P Global Ratings raised its issuer credit rating on CapMetro to AA from AA- with a stable outlook. In its report published April 1, 2021, S&P cited "the upgrade reflects our opinion of CapMetro's strong enterprise and financial risk profiles, as well as its significant tax support." and "the stable outlook reflects no current debt outstanding and our expectation for financial metrics to be maintained at levels

consistent with the current rating" as key factors for the upgrade in its rating. The AA long-term rating with a stable outlook was reaffirmed by S&P in May 2024.

A credit rating is a measure of the risk associated with an agency's ability to repay its obligations. For transit agencies such as CapMetro, a credit rating is an independent assessment of overall financial performance and position, economic trends, ridership trends, management and governance, and debt and pension liabilities. A high credit rating of AA will allow CapMetro to borrow at low interest rates.

A rating in the AA category puts CapMetro in the top tier of mass transit entities with credit ratings from S&P.

## **Service Overview**

### **CapMetro Bus**

CapMetro Bus service is a fixed-route service that includes the mainline service of CapMetro's transit system. CapMetro operates 54 CapMetro Bus routes, including local, feeder and cross-town routes. The transit authority operates approximately 13.8 million total bus miles over its CapMetro Bus system. The fleet of buses provided riders with an average of 62,214 weekday boardings in FY2023, an increase over FY2022 as riders continue to return post-pandemic. CapMetro's over 400 buses operate seven days a week, providing service to more than 1.3 million residents of the service area.

### **CapMetro Express**

CapMetro Express service is a limited-stop commuter service to and from the University of Texas, the Capitol Complex, downtown and Park & Rides. Five routes serve North and Northwest Austin as well as the cities of Leander and Manor. Average weekday boardings were 482 in FY2023, an increase compared to FY2022 as riders continue to return post-pandemic.

### **CapMetro Rapid**

CapMetro Rapid is a fixed-route service that runs along North Lamar/South Congress (Route 801) and Burnet/South Lamar (Route 803) and offers faster, more convenient service for the community. Some of the features include frequent service, limited stops, boarding from all doors, unique and upgraded stops with real-time arrival information and vehicles equipped with signal priority technology. The fleet of 55 buses carried 3.65 million riders in its tenth year of operation. Average weekday boardings were 11,100 in FY2023, an increase compared to FY2022 as riders continue to return post-pandemic. In early calendar year 2025, CapMetro will add two additional Rapid routes – the Expo Center Line and the Pleasant Valley Line, as part of the Project Connect investments. Construction of the new lines began in 2021, and service will include high-frequency bus service using an electric fleet.

### **CapMetro Rail**

The CapMetro Rail Red Line runs on 32 miles of tracks between downtown Austin and Leander. The Red Line provides convenient service for suburban and Central Austin residents. Service is typically provided six days per week with increased service levels for special events. Average weekday boardings were 1,500 in FY2023, an increase compared to FY2022 as riders continue to return post-pandemic.

### **Pickup**

Pickup by CapMetro is an on-demand microtransit service – introduced in June 2019 – that operates in several neighborhood zones in Austin, Leander, and Manor. This service takes multiple riders heading in the same direction and schedules them into a shared vehicle. There is no set route for the service, customers can be picked up and transported anywhere within a defined service zone, and all vehicles are wheelchair accessible. Average weekday boardings were 1,307 in FY2023, an increase as ridership demand continued to grow in each of the 11 existing zones.

### **University of Texas Shuttle**

Shuttle service for students, staff, and faculty is provided in partnership with the University of Texas. Nine routes provide connections between housing and the downtown campus. Routes move students between the greater UT campus area and areas with high-density student populations. Average daily ridership for full class days was 7,900 at the end of FY2023, an increase over the previous year.

## **CapMetro Vanpool**

CapMetro Vanpool provides eligible groups of 4-12 people with a month-to-month lease agreement of a passenger van that includes insurance, maintenance, 24-hour roadside assistance, administrative support and an optional fleet card for fuel. The cost of a CapMetro vanpool varies based on van selection, commute distance and number of riders sharing the monthly fare, plus fuel and tolls. Average weekday boardings were 1,229 in FY2023, an increase over the previous year.

## **CapMetro Access**

The CapMetro Access paratransit program is for people who have a disability or medical condition that limits or prevents them from independently using accessible bus service some or all of the time as defined in the Americans with Disabilities Act. People certified by CapMetro under this program may ride CapMetro Access within three-quarters of a mile of CapMetro's non-commuter fixed-route bus service on the same days and during the same hours as the fixed-route service in their area. Average weekday boardings were 1,835 in FY2023.

## **CapMetro Bikeshare**

CapMetro Bikeshare is a dock-based bike sharing service operating in the downtown, central east, and campus regions of Austin. CapMetro currently operates 76 stations, including 500 electric pedal assist bicycles. Since its inception in 2013, the program has serviced over 2.2M trips. The fleet of bicycles carried an average ridership of 779 trips per day in 2023. CapMetro's 500 bicycles operate seven days a week, providing service to more than 1.3 million residents in the service area.

## **Regional Service**

The CapMetro Service Expansion Policy provides a process for distributing federal transit funding in the region (Section 5307 Funds). This provides CapMetro the opportunity to work with jurisdictions outside the service area but within the urbanized area, including the cities of Georgetown, Round Rock, Pflugerville, Hutto, Buda and Travis County. The jurisdiction allocates local funding along with Section 5307 Funds to pay for services, such as developing a Transit Development Plan (TDP), which plans and develops transit services. CapMetro may partner with these jurisdictions to operate transit service through interlocal agreements (ILAs) where the cities/county reimburse CapMetro directly for the cost of operating service within their communities. CapMetro operates bus service transit service in Round Rock, and partners with Capital Area Rural Transportation System (CARTS) to operate a Limited Paratransit and Senior Service in Georgetown. Travis County receives fixed route and Pickup transit service from both CapMetro and CARTS in the urbanized, unincorporated portions of the county.

## Ridership

The table below reflects ridership projections by mode of service and shows the increase or decrease compared to the FY2024 budget.

Mode of Service	FY2023 Actual	FY2024 Budget	FY2024 Forecast *	FY2025 Budget	Var FY2025 vs. FY2024	Var % FY2025 vs. FY2024
CapMetro Bus <sup>(1)</sup>	17,928,882	17,784,266	18,380,352	18,922,739	1,138,473	6.4 %
CapMetro Rapid <sup>(2)</sup>	3,654,771	3,947,805	3,819,333	5,207,361	1,259,556	31.9 %
CapMetro Express <sup>(3)</sup>	120,900	252,276	114,353	215,369	(36,907)	(14.6)%
CapMetro Access <sup>(4)</sup>	553,688	627,669	571,026	588,429	(39,240)	(6.3)%
UT Shuttle	1,086,843	1,136,269	1,208,647	1,279,805	143,536	12.6 %
CapMetro Vanpool	327,952	333,300	385,201	399,283	65,983	19.8 %
Capital Area Rural Transportation System (CARTS) <sup>(1)</sup>	11,316	14,331	12,017	17,616	3,284	22.9 %
Capital Area Rural Transportation System (CARTS) - Express <sup>(3)</sup>	12,266	13,786	12,459	14,871	1,085	7.9 %
CapMetro Rail <sup>(5)</sup>	475,465	727,830	481,061	610,327	(117,503)	(16.1)%
Pickup <sup>(6)</sup>	363,656	327,780	492,505	599,670	271,890	82.9 %
Special Events <sup>(7)</sup>	9,094	17,986	2,804	2,926	(15,060)	(83.7)%
<b>Total</b>	<b>24,544,833</b>	<b>25,183,297</b>	<b>25,479,758</b>	<b>27,858,396</b>	<b>2,675,099</b>	<b>10.6 %</b>

\* FY2024 Forecast completed in June 2024.

(1) - Increase due to riders continuing to return post pandemic. Service levels are designed to ensure consistency in delivery, ensure coverage to essential services and activity centers, and maintain on-time performance.

(2) - Increase due to riders continuing to return post-pandemic and planned launch of two new CapMetro Rapid routes. Current service levels are designed to ensure consistency in delivery, ensure coverage to essential services and activity centers, and maintain on-time performance.

(3) - Decrease due to overstatement of 2024 budgeted ridership. Anticipate an increase over actuals due to riders continuing to return post-pandemic as businesses are requiring more workers return to the office, however at a slower pace than anticipated. Reduction in service levels from pre-pandemic levels continues and reflects major changes to commuting patterns to core downtown/university areas.

(4) - Decrease based on current service trends. Service level increases post-pandemic have been lower than originally forecasted.

(5) - Decrease due to overstatement of 2024 budgeted ridership. Anticipate an increase over actuals due to riders continuing to return post-pandemic as businesses are requiring more workers return to the office, however at a slower pace than anticipated. Service levels remain relatively unchanged.

(6) - Increase based on anticipated service demand. Ridership has been increasing faster than initially expected. Decker zone will be opened in FY2025 which anticipates a sizeable boost in ridership as well.

(7) - Decrease due to more special event budgeted in FY2024 than were needed. FY2025 has been corrected to an appropriate projection.

## CapMetro

### Monthly Ridership for All Services and Missed Trips

The number of passengers who board CapMetro vehicles by Month. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination.

Date Range:

All charts display the past four fiscal years.

[View as Charts](#)

[View as Tables](#)

Filters: Service Day: All Service: All Route Group: All Route Name: All

#### Total Monthly Riders

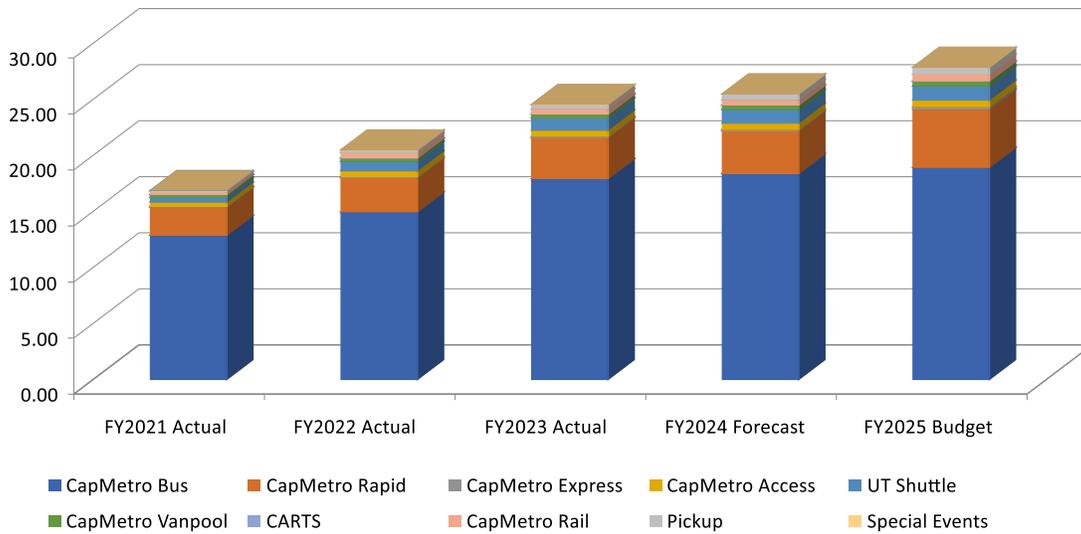
Total passenger boardings by fiscal year and month.

#### Total Riders in June 2024

Service	Riders
Bus	1,556,756
Rapid	299,334
Access	48,117
Rail	39,082
Pickup	32,978
UT Shuttle	32,349
Rideshare	28,889
Express	8,786
Special Service	85
<b>Total</b>	<b>2,046,376</b>



### Annual Systemwide Ridership (in millions)



## Vehicle Hours of Service

The table below reflects vehicle hours of service by mode.

Mode of Service	FY2023 Actual	FY2024 Budget	FY2024 Forecast *	FY2025 Budget	Var FY2025 vs. FY2024	Var % FY2025 vs. FY2024
CapMetro Bus <sup>(1)</sup>	1,122,871	1,153,592	1,125,566	1,163,553	9,961	0.9 %
CapMetro Rapid <sup>(2)</sup>	200,826	219,261	200,927	317,354	98,093	44.7 %
CapMetro Express <sup>(3)</sup>	13,654	31,564	13,700	23,332	(8,231)	(26.1)%
CapMetro Access <sup>(4)</sup>	381,554	449,856	414,977	494,000	44,144	9.8 %
UT Shuttle <sup>(5)</sup>	88,776	85,206	89,147	85,584	377	0.4 %
CapMetro Vanpool <sup>(6)</sup>	66,420	84,930	72,391	74,247	(10,683)	(12.6)%
Capital Area Rural Transportation System (CARTS)	8,131	8,095	8,131	8,131	36	0.5 %
Capital Area Rural Transportation System (CARTS) - Express <sup>(3)</sup>	3,171	2,030	3,364	2,030	0	—
CapMetro Rail <sup>(7)</sup>	20,430	34,904	21,512	31,000	(3,904)	(11.2)%
Pickup <sup>(8)</sup>	103,326	158,778	133,234	155,640	(3,138)	(2.0)%
Special Events <sup>(9)</sup>	931	5,134	1,510	778	(4,356)	(84.9)%
<b>Total</b>	<b>2,010,091</b>	<b>2,233,349</b>	<b>2,084,459</b>	<b>2,355,648</b>	<b>122,299</b>	<b>5.5 %</b>

\* FY2024 Forecast completed in June 2024.

- (1) - Slight increase due to minor service enhancements to frequency balanced with anticipated labor force hiring and more reliable service delivery. Service levels are also designed to ensure coverage to essential services and activity centers while maintaining on-time performance.
- (2) - Increase based on planned introduction of new MetroRapid Expo and Pleasant Valley services. FY2025 anticipates initial service on these routes will launch in early 2025.
- (3) - Decrease based on slower return of service levels from anticipated service planned for 2024. Levels reflect changes to commuting patterns in core Downtown/University areas.
- (4) - Decrease based on ridership trends. CapMetro Access is an on-demand service, and service demand has been trending lower than anticipated.
- (5) - Negligible increase. No major changes to service levels reflecting continued changes in student commuting patterns.
- (6) - Decrease reflects changes in utilization of services.
- (7) - Decrease due to projected schedule of special events anticipated (Austin FC-Q2 Stadium, Austin City Limits and South by Southwest, etc.). Figures include potential minor adjustments to service levels for Weekdays and Saturdays to support needs as demand continues to improve.
- (8) - Decrease due to delays in new Pickup vehicle readiness and new strategy on how CapMetro will define Pickup performance while efficiently regulating costs & resources.
- (9) - Decrease due to more special event hours budgeted in FY2024 than were needed to support events. FY2025 has been corrected to an appropriate projection.

## Vehicle Miles of Service

The table below reflects vehicle miles of service by mode.

Mode of Service	FY2023 Actual	FY2024 Budget	FY2024 Forecast *	FY2025 Budget	Var FY2025 vs. FY2024	Var % FY2025 vs. FY2024
CapMetro Bus <sup>(1)</sup>	12,764,458	12,887,727	12,786,533	12,963,266	75,539	0.6 %
CapMetro Rapid <sup>(2)</sup>	2,598,892	2,810,843	2,600,856	3,936,800	1,125,957	40.1 %
CapMetro Express <sup>(3)</sup>	321,959	674,646	323,331	464,799	(209,847)	(31.1)%
CapMetro Access <sup>(4)</sup>	5,156,694	5,848,125	5,660,772	5,534,653	(313,471)	(5.4)%
UT Shuttle <sup>(5)</sup>	917,360	884,083	900,103	867,212	(16,871)	(1.9)%
CapMetro Vanpool <sup>(6)</sup>	3,366,532	3,933,600	3,443,985	3,194,261	(739,339)	(18.8)%
Capital Area Rural Transportation System (CARTS)	183,579	186,430	183,628	184,461	(1,969)	(1.1)%
Capital Area Rural Transportation System (CARTS) - Express <sup>(3)</sup>	68,979	40,618	72,851	40,618	0	—
CapMetro Rail <sup>(7)</sup>	424,354	617,069	447,693	567,178	(49,891)	(8.1)%
Pickup <sup>(8)</sup>	1,131,878	1,888,822	984,489	1,162,469	(726,353)	(38.5)%
Special Events <sup>(9)</sup>	12,861	62,416	14,805	12,272	(50,144)	(80.3)%
<b>Total</b>	<b>26,947,546</b>	<b>29,834,378</b>	<b>27,419,046</b>	<b>28,927,989</b>	<b>(906,389)</b>	<b>(3.0)%</b>

\* FY2023 Forecast completed in June 2023.

- (1) - Slight increase due to minor service enhancements to frequency balanced with anticipated labor force hiring and more reliable service delivery. Service levels are also designed to ensure coverage to essential services and activity centers while maintaining on-time performance.
- (2) - Increase based on planned introduction of new MetroRapid Expo and Pleasant Valley services. FY2025 anticipates a potential for soft launch in early/mid 2025.
- (3) - Decrease based on slower return of service levels from anticipated service planned for 2024. Levels reflect changes to commuting patterns in core Downtown/University areas.
- (4) - Decrease due to restabilizing ridership trends based on demand fluctuations post pandemic.
- (5) - Negligible increase. No major changes to service levels reflecting continued changes in student commuting patterns.
- (6) - Decrease reflects changes in utilization of services.
- (7) - Decrease due to projected schedule of special events anticipated (Austin FC-Q2 Stadium, Austin City Limits and South by Southwest, etc.). Figures include potential minor adjustments to service levels for Weekdays and Saturdays to support needs as demand continues to improve.
- (8) - Decrease due to delays in new Pickup vehicle readiness and new strategy on how CapMetro will define Pickup performance while efficiently regulating costs & resources.
- (9) - Decrease due to more special event miles budgeted in FY2024 than were needed to support events. FY2025 has been corrected to an appropriate projection.

## Performance Measures

The agency-level performance measures table will be added once the year-end FY2024 data are available.

CapMetro utilizes performance dashboards to provide transparency of quarterly summary activity reported to the board of directors and the public in a more efficient manner. The dashboards track on-time performance or reliability, safety incidents reported to the National Transit Database (NTD), financial revenue and expenses and ridership. Performance dashboards reside on the CapMetro website and are updated each month. They are available at [capmetro.org/dashboard/](https://capmetro.org/dashboard/).

## Ridership

Bus Service

Rail Service

On-Demand Service

### Ridership for Bus Services

The number of passengers who board CapMetro buses. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination.

Viewing as  
Charts

View as  
Tables

### Filter by Bus Service(s):

All Bus Services

CapMetro Bus

CapMetro Express

CapMetro Rapid

### Ridership by Month

Monthly number of passengers who board all bus services, including:

- CapMetro Bus
- CapMetro Express
- CapMetro Rapid

**Date Range:**  
This chart displays the rolling three-year history of data.

Total Boardings in the Past 12 Months

24.2M

#### Boardings for All Bus Services by Month



### Change in Ridership

The change in the number of passengers boarding all bus services compared to the same month in the prior year.

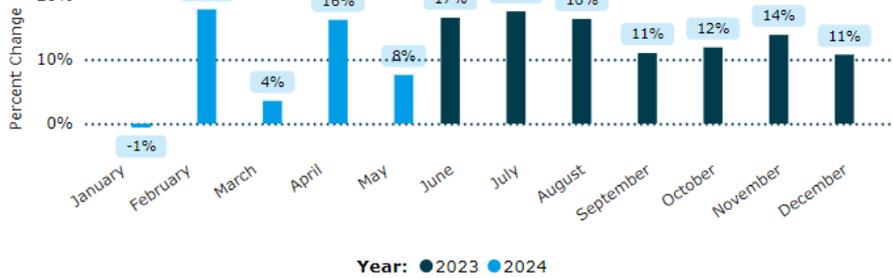
Change in Boardings from Prior 12 Month Period

2.5M

Percent Change in Boardings from Prior 12 Month Period

11.6%

#### Monthly Percent Change in Boardings for All Bus Services from the Prior Year



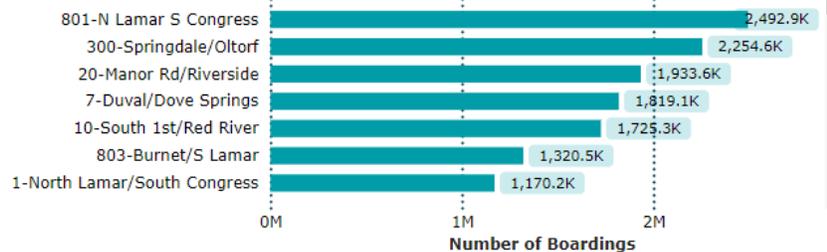
### Top Routes

Routes by number of passengers boarding all bus services in the past 12 months, ordered by highest to lowest ridership.

Total Routes for All Bus Services

70

#### Routes by Number of Boardings for All Bus Services in the Past 12 Months



Data available as of 5/31/2024

## Reliability

**Bus Service**

**Rail Service**

**On-Demand Service**

### Reliability for Bus Services

CapMetro recognizes that reliability is key to providing an excellent customer experience. Primary components of reliability include timeliness and the reduction of mechanical failures that can take our vehicles out of service. On-Time Performance (OTP) is a measure of the timeliness of our service, and Mean Distance Between Failure (MDBF) measures how often a mechanical failure interrupts a scheduled trip.

[Viewing as Charts](#)

[View as Tables](#)

### Filter by Bus Service(s):

All Bus Services

CapMetro Bus

CapMetro Express

CapMetro Rapid

### OTP by Month

OTP for all bus services by month, including:

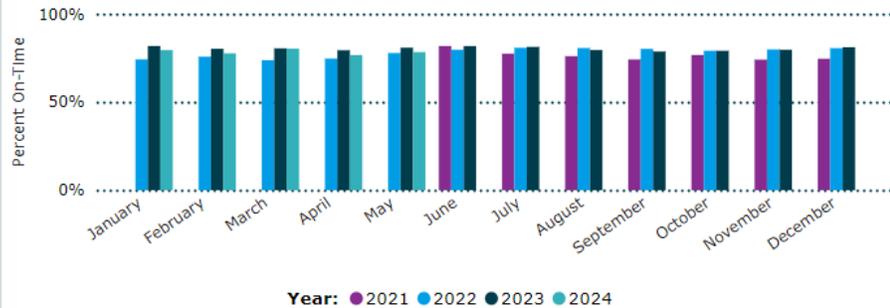
- CapMetro Bus
- CapMetro Express
- CapMetro Rapid

**Date Range:**  
This chart displays the rolling three-year history of data.

**OTP in the Past 12 Months**

79.5%

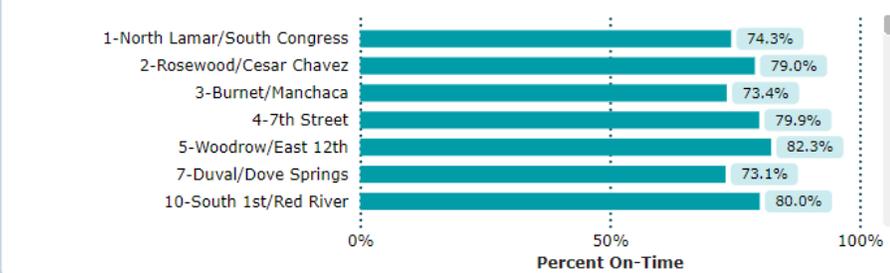
### OTP for All Bus Services by Month



### OTP by Route

OTP for all bus services by route in the past 12 months, ordered by route number.

### OTP by Route for All Bus Services in the Past 12 Months



### Mean Distance Between Failure (MDBF) by Month

MDBF for all bus services by month. MDBF is a reliability metric that measures the mean number of miles traveled between the failure of a mechanical element that prevents the vehicle from completing a scheduled revenue trip or starting the next scheduled revenue trip.

**Date Range:**  
This chart displays the rolling three-year history of data.

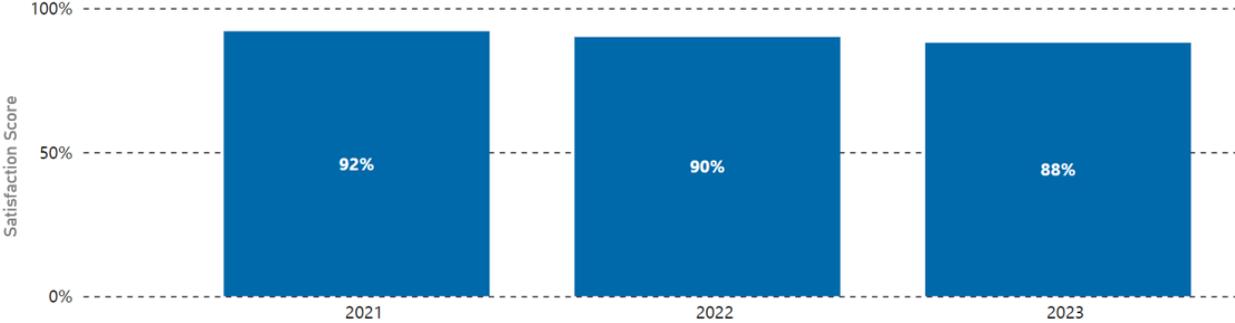
### Mean Distance Between Failure (MDBF) for All Bus Services by Month



Data available as of 5/31/2024

## Customer Satisfaction

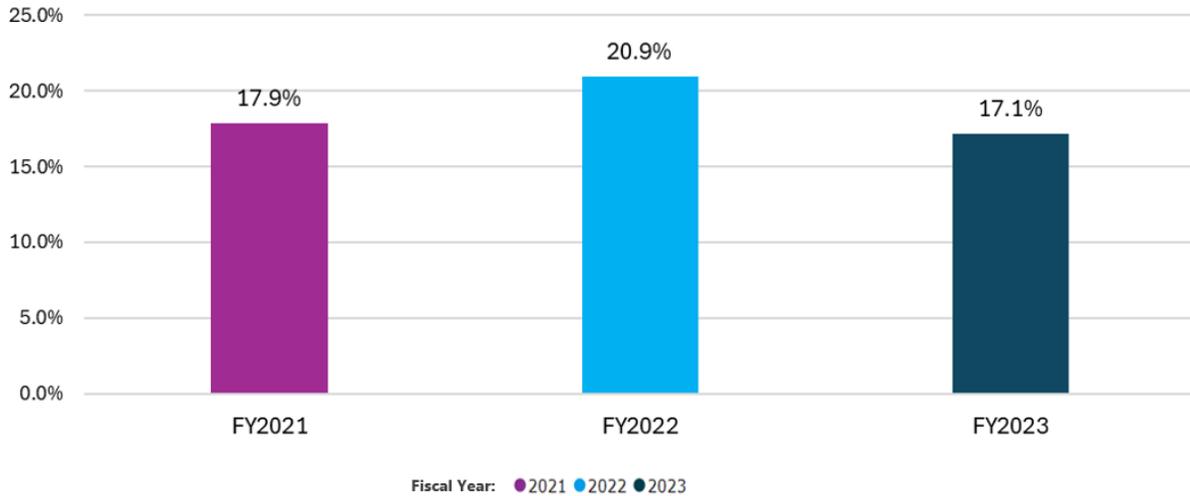
**Overall Rider Satisfaction**  
Rider satisfaction tracks the percentage of CapMetro riders who reported they were satisfied with the agency's services. This measure is collected annually through a customer satisfaction survey.



## Workforce

### Turnover Rate

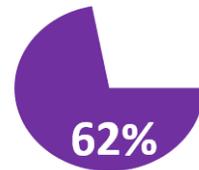
The turnover rate is the number of terminations over the average count of employees in a year.



### Diversity of Staff

#### Diversity of Staff

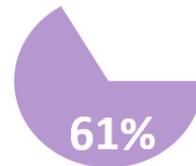
- More racially diverse than the Austin market, both for CapMetro and service providers: 62% compared to 40% of Austin workforce availability
- CapMetro has similar gender diversity to the Austin market (42% Females compared to 44% in Austin workforce availability)
- Service Provider workforce less gender diverse (30% Females compared to 44% Female) than the Austin workforce availability



**New hires in 2023 identified as minority**

#### Diversity in Promotions and Hiring

- New hires were more racially diverse than the Austin market.
- Promotion opportunities distributed equitably by gender and race.
- 58% Female
- 61% Minority



**Staff promoted in 2023 identified as minority**

**NOTE: Diversity is achieved through recruiting diverse candidates, NOT hiring targets**

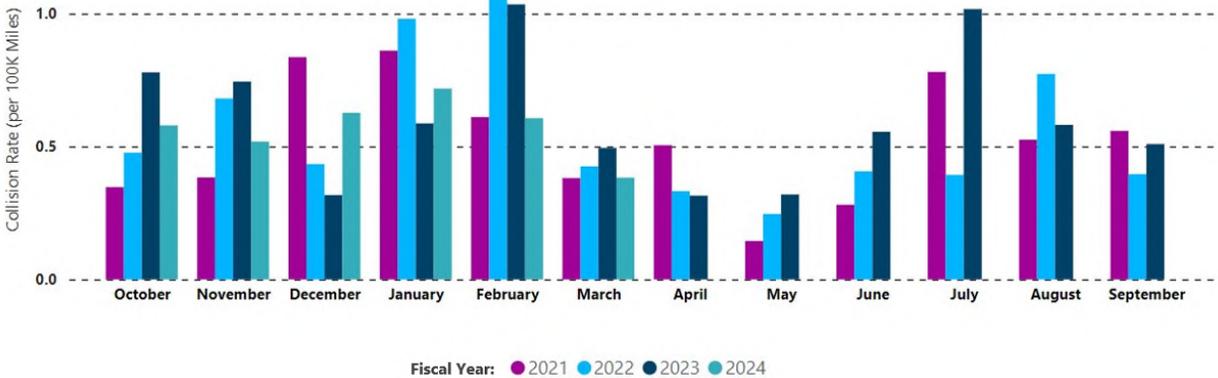
Total Promotions 57  
\* Austin Data is provided by US Census

## Safety

Safety is not only a priority but a core value at Cap Metro. We collect and closely analyze safety-related data that assists us in maintenance, facility repair, training, communication, change management, and hazard mitigation decisions so that we can provide our customers with the safest possible ride. Safety data is collected in accordance with Federal Transit Administration and Federal Railroad Administration regulations. The dashboards below are examples of CapMetro’s bus service.

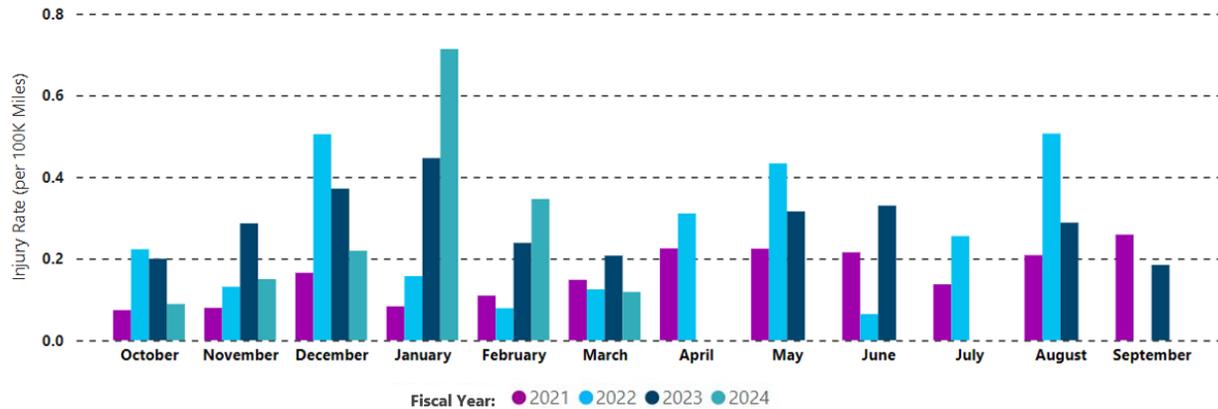
### Collision Rate per 100,000 Miles

Number of NTD-reported collisions by CapMetro Buses divided by standardized revenue miles.



### Injury Rate per 100,000 Miles

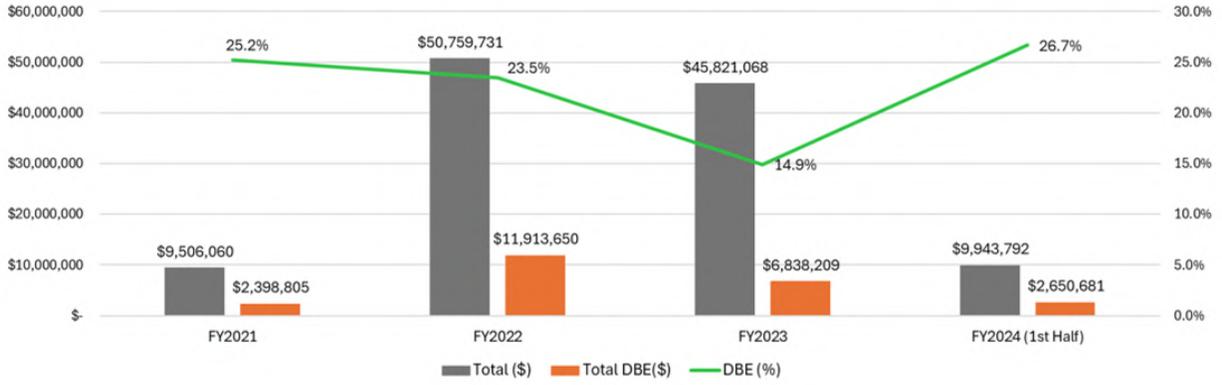
Number of NTD-reported injuries on CapMetro Buses divided by standardized revenue miles. Missing bars indicate the value '0'.



## Vendor Diversity

### Disadvantaged Business Enterprise Commitments

Total commitments to Disadvantaged Business Enterprises (DBE) for goods and services on contracts with FTA funding.



## Finance

### Revenue

Revenue received from sales tax and passenger revenues, contributions and grants, freight revenues and other revenues.

 Viewing as Charts  
 View as Tables

CapMetro's fiscal year (FY) runs from October through September. The date range displayed begins in October; the date selector sets the end period for the fiscal year.

Select End Period:

April

Revenue

Operating Expense

Capital Expense

#### YTD revenue

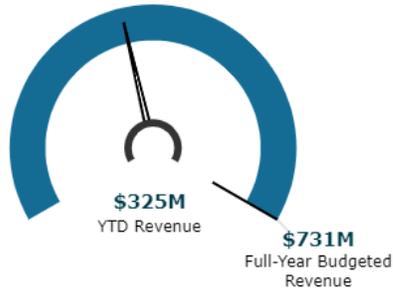
Year-to-date (YTD) revenue compared to full year budgeted revenue.

#### Date Range:

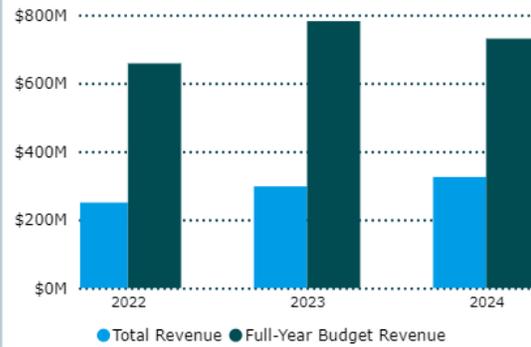
Chart displays financial data for respective fiscal years from October to April; budgets are for full Fiscal Year.

Collected vs. Budget in Fiscal Year  
**44.5%**

#### YTD Revenue to Full-Year Budget of Current Fiscal Year



#### YTD Revenue to Full-Year Budget Trend



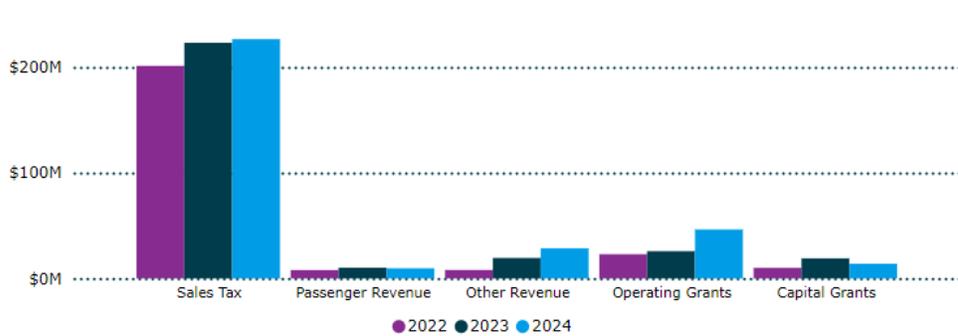
#### YTD Revenue by Category

YTD revenue trend segmented by account categories.

#### Date Range:

Chart displays financial data for respective fiscal years, October to April.

#### YTD Revenue Comparison by Category



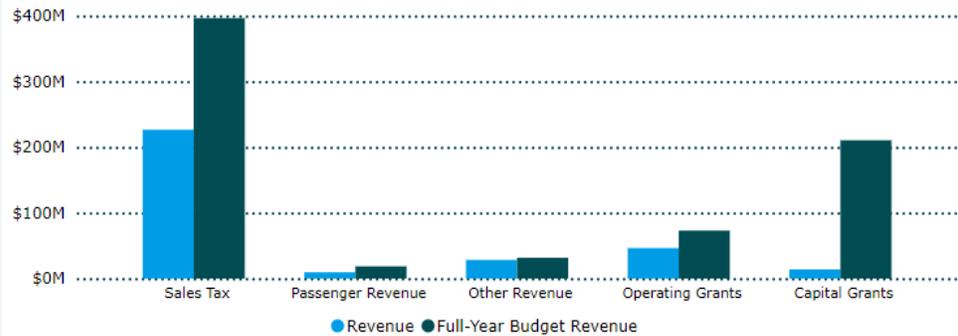
#### YTD Revenue to FY Budget

Total revenue segmented by categories.

#### Date Range:

Chart displays financial data for current fiscal year from October to April.

#### YTD Revenue to Full-Year Budget Comparison by Category



Data available as of 4/30/2024

## Operating Expense

Expenditures incurred from the day-to-day business operations of providing public transportation service.

 [Viewing as Charts](#)  
 [View as Tables](#)

CapMetro's fiscal year (FY) runs from October through September. The date range displayed begins in October; the date selector sets the end period for the fiscal year.

Select End Period:

[Revenue](#)    **[Operating Expense](#)**    [Capital Expense](#)

### YTD Operating Expense

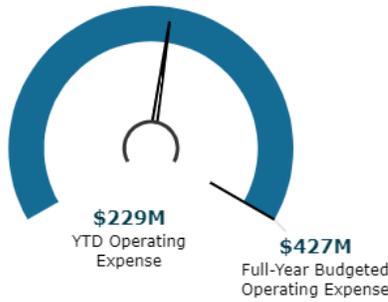
Year-to-date (YTD) operating expense compared to full year budgeted operating expense.

**Date Range:**

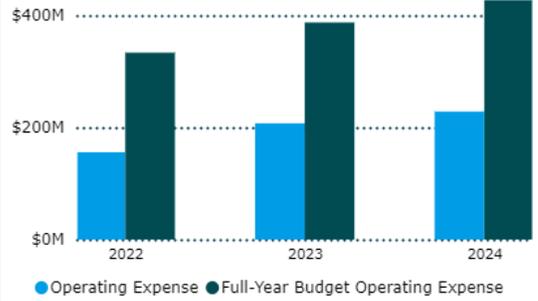
Chart displays financial data for respective fiscal years from October to April; budgets are for full Fiscal Year.

**Budget Utilized in Fiscal Year**  
**53.5%**

### YTD Operating Expense to Full-Year Budget of Current Fiscal Year



### YTD Operating Expense to Full-Year Budget Trend



### YTD Operating Expense by Category

YTD operating expense trend segmented by account categories.

**Date Range:**

Chart displays financial data for respective fiscal years, October to April.

### YTD Operating Expense by Category



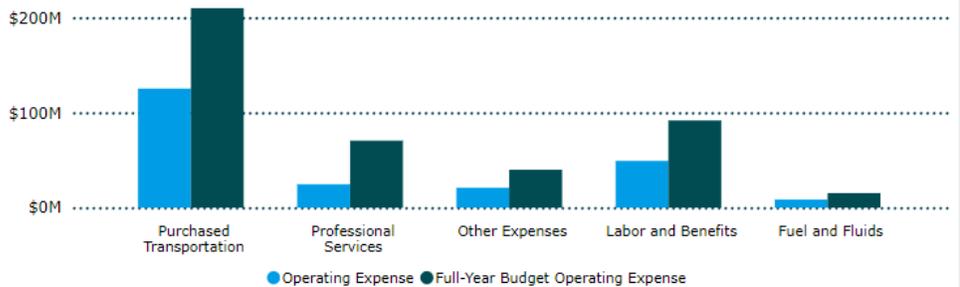
### YTD Operating Expense to FY Budget

Total operating expense segmented by categories.

**Date Range:**

Chart displays financial data for current fiscal year from October to April.

### YTD Operating Expense to Full-Year Budget Comparison by Category



Data available as of 4/30/2024

## Capital Expense

Expenses related to purchasing a capital asset or making an improvement to a capital asset that materially increases its value or useful life.

 Viewing as Charts

 View as Tables

CapMetro's fiscal year (FY) runs from October through September. The date range displayed begins in October; the date selector sets the end period for the fiscal year.

Select End Period:

Revenue    Operating Expense    **Capital Expense**

### YTD Capital Expense

Year-to-date (YTD) capital expense compared to full year budgeted capital expense.

#### Date Range:

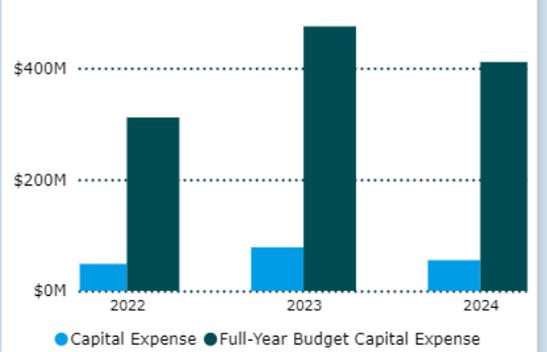
Chart displays financial data for respective fiscal years from October to April; budgets are for full Fiscal Year.

**Budget Utilized in Fiscal Year**  
**13.4%**

### YTD Capital Expense to Full-Year Budget of Current Fiscal Year



### YTD Capital Expense to Full-Year Budget Trend



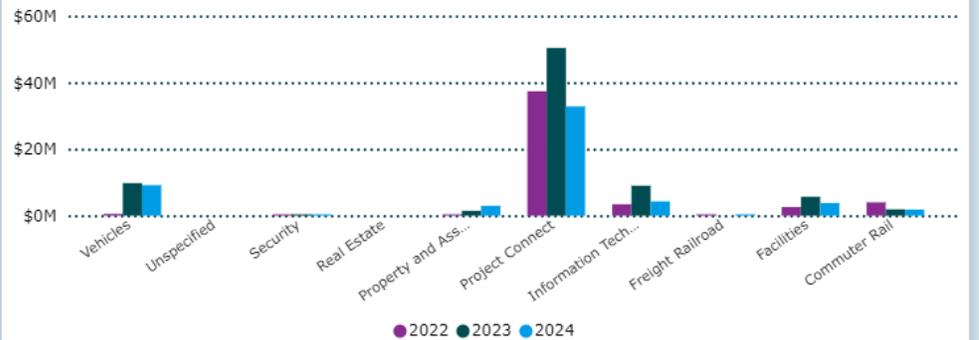
### YTD Capital Expense by Category

YTD capital expense trend segmented by account categories.

#### Date Range:

Chart displays financial data for respective fiscal years, October to April.

### YTD Capital Expense by Category



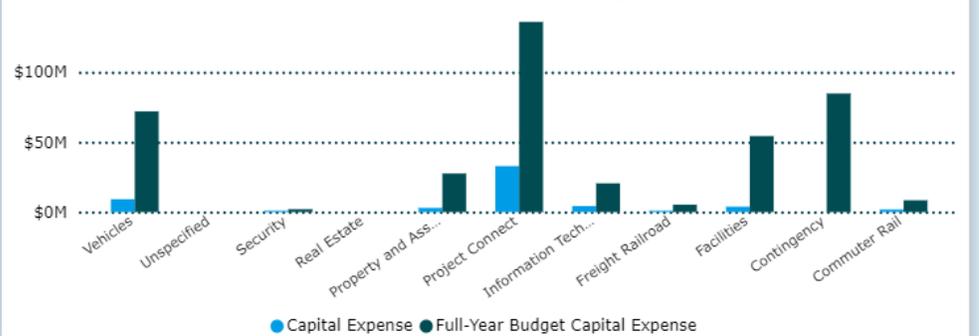
### YTD Capital Expense to FY Budget

Total capital expense segmented by categories.

#### Date Range:

Chart displays financial data for current fiscal year from October to April.

### YTD Capital Expense to Full-Year Budget Comparison by Category



Data available as of 4/30/2024

4

# Capital Budget



CapMetro

## Capital Budget

Consistent with Texas State Senate Bill 650, CapMetro prepared a five-year Capital Improvement Plan (CIP) for capital projects that support its strategic goals. The CIP is updated annually and addresses replacement and expansionary requirements for public transportation service in Central Texas. The five-year CIP describes each planned project, including project type, estimated funding sources and anticipated impact on operational costs.

CapMetro's Capital Improvement Program guides funding decisions during the budget review process and subsequent reporting of progress. CapMetro's capital planning process typically covers a five-year period but extends longer into the future when a major service plan update is undertaken every five years. The Capital Improvement Program approach addresses several areas, including project financing, project monitoring and prioritization of projects.

Capital acquisitions represent the purchase of equipment and other assets of \$5,000 or more with a useful life greater than one year.

Capital projects typically include construction, fleet acquisition or technology projects that are developmental in nature and span more than one fiscal year. Capital projects often involve two or more components of cost, e.g., equipment, labor and professional services.

CapMetro anticipates federal and state grant funding of \$27.2 million in FY2025. Other capital contributions of \$42.5 million are also anticipated for reimbursements from the Austin Transit Partnership for Project Connect related projects and \$250 thousand from the city of Austin for MetroRapid station work.

The proposed capital budget for FY2025 and the five-year CIP are included in the Appendix. Project summaries, funding sources, benefits and the applicable strategic goals and objectives for each capital project summary are provided. When a planned project will have an impact on operating costs, the estimated impact is identified.

## FY2025 Capital Projects

Project Category	FY2025 Budget
<b>Facilities and Real Estate</b>	
Facility Enhancements	\$ 50,549,653
Facility Enhancements Grants and Capital Contributions	(5,000,000)
Facility State of Good Repair	4,800,000
<b>Facilities and Real Estate Total</b>	<b>50,349,653</b>
<b>Information Technology Systems and Infrastructure</b>	
Information Technology - Enterprise Systems	1,725,000
Information Technology - Infrastructure	1,725,000
Information Technology - Transit Systems	7,694,488
<b>Information Technology Systems and Infrastructure Total</b>	<b>11,144,488</b>
<b>Infrastructure Development</b>	
Bus Stop Amenities and Enhancements	5,697,597
Bus Stop Amenities and Enhancements Grants and Capital Contributions	(250,000)
Infrastructure Enhancements	23,134,368
Infrastructure Enhancements Grants and Capital Contributions	(1,775,171)
<b>Infrastructure Development Total</b>	<b>26,806,794</b>
<b>Railroad Commuter</b>	
Railroad Commuter Enhancements	17,015,802
Railroad Commuter Enhancements Grants and Capital Contributions	(2,500,000)
Railroad Commuter State of Good Repair	3,740,000
Railroad Commuter State of Good Repair Grants and Capital Contributions	(2,976,471)
<b>Railroad Commuter Total</b>	<b>15,279,331</b>
<b>Public Safety and Emergency Management</b>	
Public Safety and Emergency Management Equipment and Enhancements	1,911,500
Public Safety and Emergency Management Equipment and Enhancements Grants and Capital Contributions	-
<b>Public Safety and Emergency Management Total</b>	<b>1,911,500</b>
<b>Project Connect</b>	
Project Connect	68,445,383
Project Connect Grants and Capital Contributions	(68,445,383)
<b>Project Connect Total</b>	<b>-</b>

Project Category	FY2025 Budget
<b>Vehicles</b>	
Bus Fleet	\$ 19,368,376
Bus Fleet Grants and Capital Contributions	(3,091,143)
Fleet System Enhancements	5,136,454
Non-Revenue Fleet	1,920,000
Paratransit Fleet	6,970,200
Paratransit Fleet Grants and Capital Contributions	(3,300,000)
<b>Vehicles Total</b>	<b>27,003,887</b>
Capital Project Contingency	10,000,000
<b>Grand Total Capital Spending</b>	<b>229,583,821</b>
<b>Grand Total Grants and Capital Contributions</b>	<b>(87,088,168)</b>
<b>Grand Total Capital Spending Net of Grants and Capital Contributions</b>	<b>\$ 142,495,652</b>

# 5

## Long-Range Financial Plan



CapMetro

**Long-Range Financial Plan  
Fiscal Years 2025 to 2034**

This section is under development and will be added at a later date.

# 6

## Operating Detail by Department



CapMetro

## Overview

This section begins with a summary table of operating expenses by department with columns displaying previous year's actuals, current year budget and forecast, next year's budget, and next year's budget compared to current year budget.

The summary is followed by individual department pages describing their functions and responsibilities, and their current year achievements and next year's planned projects categorized according to the agency's strategic plan goals. Each department section also includes an organizational chart, the main drivers for budget variances between next year's budget and the current year's budget, as well as account category-level expenses for the same columns as the summary table.

## Summary of Department Expenses

	FY2023 Actual	FY2024 Budget	FY2024 Forecast	FY2025 Budget	FY2025 v. FY2024 (\$)	FY2025 v. FY2024 (%)
Bikeshare	\$977,789	\$1,266,825	\$1,547,023	\$1,232,834	\$(33,991)	(2.7)%
Board of Directors Support	172,867	219,212	187,052	215,251	(3,961)	(1.8)%
Bus Operations and Maintenance	173,287,199	177,406,114	195,866,148	195,180,682	17,774,568	10.0 %
Business Center	344,217	379,740	379,740	379,740	—	—
Capital Construction and Facility Management	—	—	—	1,210,970	1,210,970	N/A
Capital Construction, Engineering and Design	—	1,072,330	622,330	1,085,804	13,474	1.3 %
Capital Design and Construction	2,173,749	2,763,884	2,763,884	1,526,161	(1,237,723)	(44.8)%
Child Care and Learning Center	1,176,446	1,277,153	916,632	576,172	(700,981)	(54.9)%
Community Engagement	1,287,295	1,835,439	1,964,686	1,750,708	(84,731)	(4.6)%
Customer Care	1,083,895	1,254,846	1,260,396	1,283,002	28,156	2.2 %
Demand Response Control and Call Center	2,375,640	2,388,954	2,641,047	2,688,480	299,526	12.5 %
Demand Response Oversight	40,453,322	43,415,571	43,370,318	48,849,943	5,434,372	12.5 %
Diversity, Equity and Inclusion	762,755	1,055,678	1,004,878	1,042,501	(13,177)	(1.2)%
Executive Staff	1,467,109	1,705,555	1,699,205	1,828,901	123,346	7.2 %
Facilities Maintenance	6,294,826	7,023,167	4,361,126	1,799,187	(5,223,980)	(74.4)%
Facility Design and Construction	—	—	—	538,968	538,968	N/A
Facility Programming and Management	6,451,285	8,274,752	3,385,627	8,365,363	90,611	1.1 %
Finance	6,163,759	14,057,499	13,490,834	15,528,870	1,471,371	10.5 %
Government Affairs	914,564	1,345,177	1,344,297	1,184,134	(161,043)	(12.0)%
Information Technology	21,767,988	27,829,068	26,247,204	27,580,359	(248,709)	(0.9)%
Internal Audit	482,519	788,876	788,876	1,023,987	235,111	29.8 %
Legal	1,579,643	1,715,035	1,715,035	1,679,551	(35,484)	(2.1)%
Marketing and Communications	5,361,513	7,280,135	7,473,135	6,919,460	(360,675)	(5.0)%
Microtransit	6,349,358	12,088,999	11,088,999	10,482,073	(1,606,926)	(13.3)%
Mobility Interlocal Agreements	3,063,717	11,029,774	4,301,823	4,191,439	(6,838,335)	(62.0)%
Non-Allocated Employee Benefits	15,323,971	15,618,615	16,186,780	20,621,205	5,002,590	32.0 %
Organizational Strategy and Projects	1,596,741	4,576,369	3,415,052	2,612,991	(1,963,378)	(42.9)%
Paratransit Eligibility	1,170,030	1,380,923	1,378,923	1,532,325	151,402	11.0 %
People and Culture	6,247,984	6,195,587	6,223,476	6,518,296	322,709	5.2 %
Power Systems	—	755,687	1,171,399	2,121,947	1,366,260	180.8 %
Procurement	2,546,982	2,643,558	2,666,220	2,699,517	55,959	2.1 %
Project Connect	4,257,644	18,087,874	13,343,574	18,295,562	207,688	1.1 %
Project Connect Integration	1,515,366	—	—	—	—	N/A
Public Safety and Emergency Management	6,231,058	9,561,495	10,214,212	8,668,457	(893,038)	(9.3)%
Rail Commuter Operations	23,747,398	29,331,736	24,478,804	26,152,021	(3,179,715)	(10.8)%
Rail Freight Management	1,766,889	2,164,047	2,124,280	1,873,300	(290,747)	(13.4)%
Real Estate and Facility Planning	2,516,230	5,493,140	5,066,033	5,158,663	(334,477)	(6.1)%

	FY2023 Actual	FY2024 Budget	FY2024 Forecast	FY2025 Budget	FY2025 v. FY2024 (\$)	FY2025 v. FY2024 (%)
Rolling Stock and Support Equipment	—	254,230	408,806	704,311	450,081	177.0 %
Safety	1,725,163	2,419,340	2,388,140	2,247,257	(172,083)	(7.1)%
Strategic Planning and Development	6,610,452	9,323,031	8,802,734	8,764,741	(558,290)	(6.0)%
Systems Engineering and Designs	—	359,394	308,394	249,434	(109,960)	(30.6)%
Systemwide Accessibility	821,347	685,009	736,234	516,480	(168,529)	(24.6)%
Transit Police	—	978,623	648,458	2,898,050	1,919,427	196.1 %
Vanpool	2,066,356	1,759,266	2,342,778	3,542,946	1,783,680	101.4 %
Wellness and Fitness Centers	317,948	421,270	397,970	395,872	(25,398)	(6.0)%
Contribution from the Austin Transit Partnership	(5,591,275)	(18,087,874)	(13,343,574)	(18,295,562)	(207,688)	1.1 %
<b>CapMetro Total</b>	<b>\$356,861,738</b>	<b>\$421,395,104</b>	<b>\$417,378,988</b>	<b>\$435,422,353</b>	<b>\$14,027,249</b>	<b>3.33%</b>

## Bikeshare

Formerly MetroBike

### Functions and Responsibilities

The Bikeshare Department manages the operations and maintenance of the bikeshare program including all hardware, software, customer interactions, and associated systems.

### FY2024 Achievements

Community, Customer, and Organizational Effectiveness Goals

#### Overhaul the Bikeshare System

Achieved a significant milestone by overhauling the legacy bikeshare system. Finalized the CapMetro Bikeshare request for proposal decision, awarded the contract to an equipment provider, and removed and/or replaced 100% of the existing system with new equipment. A process was established to repurpose or recycle legacy bikeshare equipment.

#### Implement Facility Changes

Achieved 100% completion of the remodel at 4811 E. 7th Street to better support operational demand. This includes the full buildout of amenities for the bike and station shop with tools, equipment, fencing and storage shelving.

### FY2025 Projects

Community, Customer and Organizational Effectiveness Goals

#### Implement Expansion

Implement the first expansion established by the Strategic Expansion Plan to grow the service availability of bikeshare. Aim to follow the guidelines set forth in the Strategic Expansion Plan which addresses existing service gaps and increases the number of stations equipped with in-dock charging capabilities. The timeline begins with the initial phase of system replacement scheduled to commence in July 2024. Subsequently, the densification phase will start in the first quarter of FY2025, with growth planned throughout the year and continuing over the next several years. The expected outcomes include establishing baseline metrics to monitor changes in empty/full duration, bike availability and ridership around new densification installations. All stakeholders will be informed of their responsibilities for deploying new stations and supporting operations through permitting and necessary equipment provision. Additionally, a streamlined process will ensure that newly acquired equipment can be built and deployed within one week upon arrival in the city.

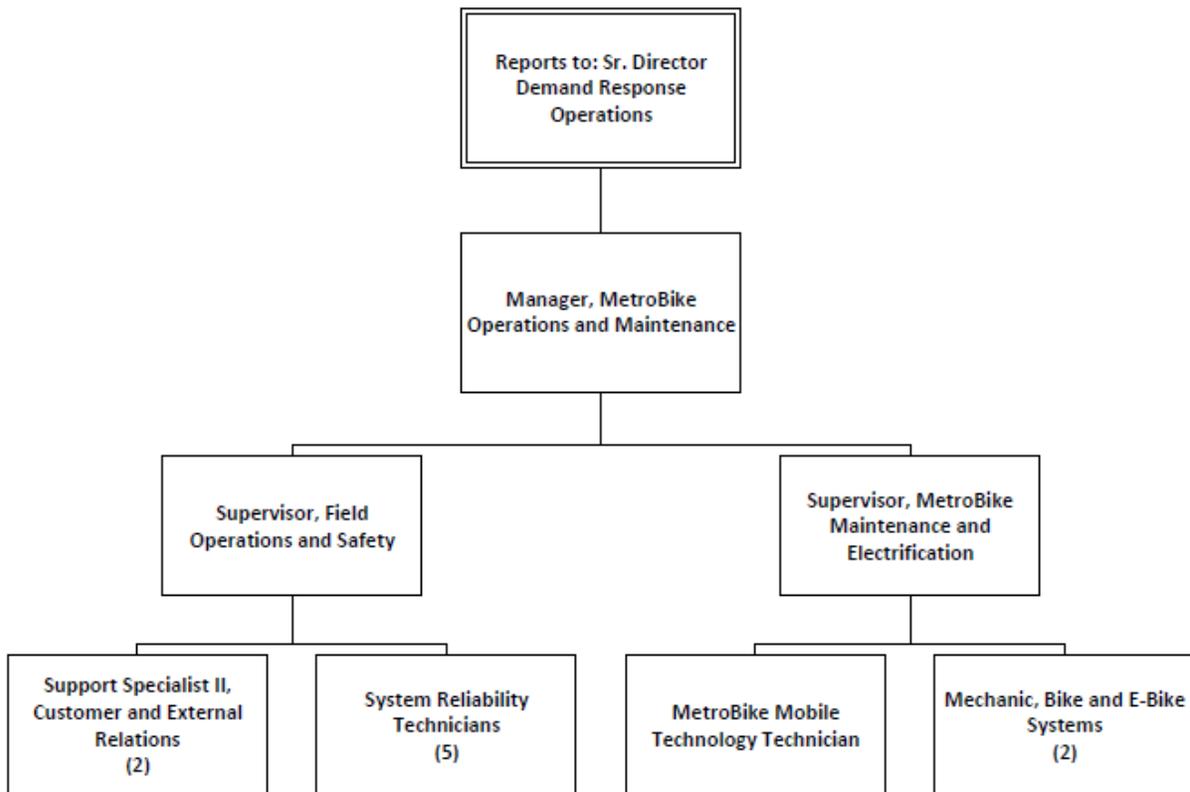
#### Station Electrification

Define, establish, and implement a standard operating procedure for the electrification of bikeshare stations, enhancing system reliability and convenience through in-dock charging capabilities. Preliminary discussions with Austin Energy and the City of Austin to engage potential stakeholders will be initiated. By the first quarter of FY2025, establish an initial process to ensure that the next order of stations includes "EBS Stations" equipped with in-dock charging functionality. Stakeholders will complete a review of proposed stations for electrification by October 2024. The expected outcomes include piloting the electrification of stations to cover 20% to 30% of the overall network, leading to a 30% reduction in spare e-bike battery inventory needed for in-field swaps. It is anticipated there will be a significant decrease in task generation related to discharged e-bike batteries, estimating at least a 15% reduction in battery swaps with 10% of stations utilizing in-dock charging capabilities.

## Integrate New Data Software

Establish, test, and train the software tools to enhance operational efficiency and effectiveness within Bikeshare. Beginning in the fourth quarter of FY2024, these tools will be introduced, continuing with configuration and integration efforts. By the second quarter of FY2025, complete the integration of data into a data warehousing platform and establish data distribution processes. The expected outcome includes achieving 100% integration of Bikeshare’s data and associated automation into the broader CapMetro data environment, ensuring seamless operational support and software uptime in collaboration with the IT team.

## Bikeshare Organization



## Budget Changes

### Salaries and Benefits

Decrease of \$40,737 for allocation of 0.3 FTE to Demand Response Oversight and approved performance-based pay increases to become effective in January 2025.

### Other Expenses

Increase of \$6,745 primarily from \$21,794 in Professional Services for the use of temporary help for the expansion plan. This increase is offset by a \$25,000 reduction in Lease/Rentals as maintenance vehicles will be purchased in early FY2025. Fuel costs are projected at an average cost per gallon with taxes of \$2.75 for FY2025, an increase of \$0.15 per gallon compared to FY2024 budget.

	FY2023 ACTUAL	FY2024 BUDGET	FY2024 FORECAST	FY2025 BUDGET	Var \$ FY2025 vs. FY2024	Var % FY2025 vs. FY2024
Salaries and Benefits	\$784,139	\$988,253	\$981,353	\$947,516	(\$40,737)	(4.1)%
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>784,139</b>	<b>988,253</b>	<b>981,353</b>	<b>947,516</b>	<b>(40,737)</b>	<b>(4.1)%</b>
Professional Services	41,227	35,606	19,067	57,400	21,794	61.2 %
Fuel and Fluids	3,638	17,344	17,344	24,204	6,860	39.6 %
Materials and Supplies	51,796	178,402	306,769	183,994	5,592	3.1 %
Utilities	-	4,320	4,320	4,320	-	-
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	7,475	17,900	57,589	15,400	(2,500)	(14.0)%
Lease/Rentals	89,514	25,000	160,581	-	(25,000)	(100.0)%
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>193,650</b>	<b>278,573</b>	<b>565,670</b>	<b>285,318</b>	<b>6,745</b>	<b>2.4 %</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$977,789</b>	<b>\$1,266,825</b>	<b>\$1,547,023</b>	<b>\$1,232,834</b>	<b>(\$33,991)</b>	<b>(2.7)%</b>

## Board of Directors

### Functions and Responsibilities

The Board of Directors Department supports the board of directors and the president and chief executive officer in achieving the strategic mission and vision of CapMetro. The department coordinates monthly board and committee meetings and periodic work sessions on strategic issues. The department works with the Legal department to ensure compliance with the Texas Transportation Code, Section 451 and the Texas Open Meetings Act requirements. The department also facilitates communication between the board of directors, CapMetro staff and members of the public.

### FY2024 Achievements

Community Goal

#### Transparency and Engagement

Provided customers and stakeholders with access to board of directors' records, meeting materials, and staff communications to encourage engagement and feedback on service planning and delivery decisions, contract awards, major purchases and agency audits.

The department implemented a comprehensive system for board communication, including a notification mechanism alerting subscribers to the publication or update of board and committee backup materials on the web portal. Additionally, established a process for including CapMetro staff memos in the monthly board backup and online archive, enhancing transparency and providing deeper insight into staff recommendations and follow-up actions from previous meetings.

### FY2025 Projects

Customer Goal

#### Technology Upgrades and Process Improvements

The Board of Directors Department will continue to evaluate business processes to increase transparency and improve the experience for members of the public who wish to engage with our board. The department will also continue to work with our Community Engagement team to identify opportunities and events for board members to engage with customers and stakeholders throughout the region.

Collaborating with our Information Technology Department, we are upgrading the technology for broadcasting and streaming board and committee meetings to enhance reliability for viewers. Simultaneously, we are coordinating staff review of board agenda and backup material templates to ensure clarity in explaining business cases and alignment with the CapMetro Strategic Plan.

# Board of Directors Organization



## Budget Changes

### Salaries and Benefits

Increase of \$5,449 due to approved performance-based pay increase to become effective in January 2025.

### Other Expenses

Decrease of \$9,410 driven by \$8,000 lower travel-related expenses in Other Expenses.

	FY2023 ACTUAL	FY2024 BUDGET	FY2024 FORECAST	FY2025 BUDGET	Var \$ FY2025 vs. FY2024	Var % FY2025 vs. FY2024
Salaries and Benefits	\$138,926	\$144,662	\$144,662	\$150,111	\$5,449	3.8 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>138,926</b>	<b>144,662</b>	<b>144,662</b>	<b>150,111</b>	<b>5,449</b>	<b>3.8 %</b>
Professional Services	15,542	20,700	20,700	19,550	(1,150)	(5.6)%
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	1,714	2,890	2,810	2,840	(50)	(1.7)%
Utilities	500	480	480	480	-	-
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	16,184	50,480	18,400	42,270	(8,210)	(16.3)%
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>33,940</b>	<b>74,550</b>	<b>42,390</b>	<b>65,140</b>	<b>(9,410)</b>	<b>(12.6)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$172,867</b>	<b>\$219,212</b>	<b>\$187,052</b>	<b>\$215,251</b>	<b>(\$3,961)</b>	<b>(1.8)%</b>

## Bus Operations and Maintenance

Formerly Operations and Maintenance Oversight

### Functions and Responsibilities

The Bus Operations and Maintenance Department plays a pivotal role in ensuring the seamless functioning of our transit operations. This team is responsible for managing and coordinating all activities related to our bus operations and maintenance in close cooperation with our service provider and labor partners. The department's duties encompass contract management, gathering and analyzing performance data, ensuring efficient delivery of transit services, and conducting quality assurance to maintain a high standard of service. This holistic approach enables continuous improvement and reliability in transit operations.

### FY2024 Achievements

Customer, Community, and Organizational Effectiveness Goals

#### Service Contract

On January 1, 2024, a new contract for Bus Operations and Maintenance Service commenced. Our team worked collaboratively to transition service provision, employee payroll, and labor relations. Our team is actively involved with various contract oversight duties, sharing results with the expectation of identifying and improving areas that need enhancement. Bus Operations and IT have successfully collaborated with staff to enable and interface the necessary systems to reliably manage employee payroll and benefits.

#### Uniform Contract

Uniform contract for contracted staff expires December 31, 2024. We are collaborating with Procurement, leadership, and the Marketing and Communications Department on a Request for Proposal that will continue into FY2025.

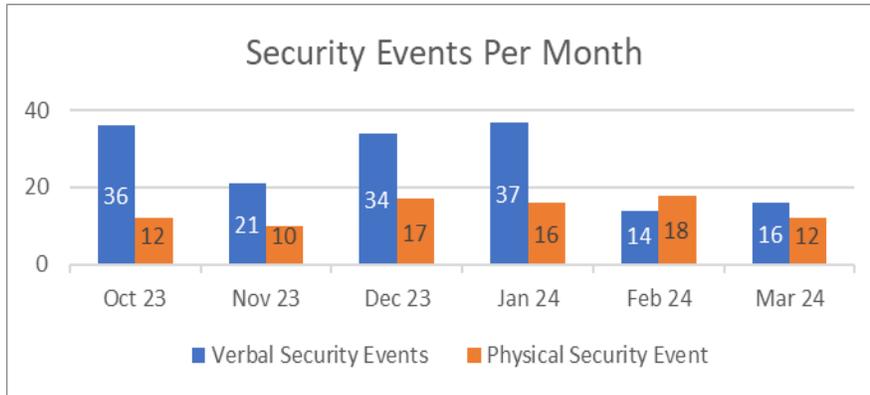
#### Training

In October 2023, we increased the number of bus operators in revenue service from 847 to 905. We graduated 135 bus operators, more than doubling the number from the previous year, and improved the trainee attrition rate from over 50% to 27%. We have since implemented a maintenance apprentice program and introduced self-paced leadership courses for all operations support staff. Additionally, we added facilities maintenance training to the Training Academy, further enhancing the skillset of our workforce.

#### Public Safety

We have seen a reduction in security events thanks to our partnership with the public safety team. This partnership has resulted in a safer environment for both customers and staff. The total number of security events (both verbal and physical) shows a noticeable decline over the six-month period.

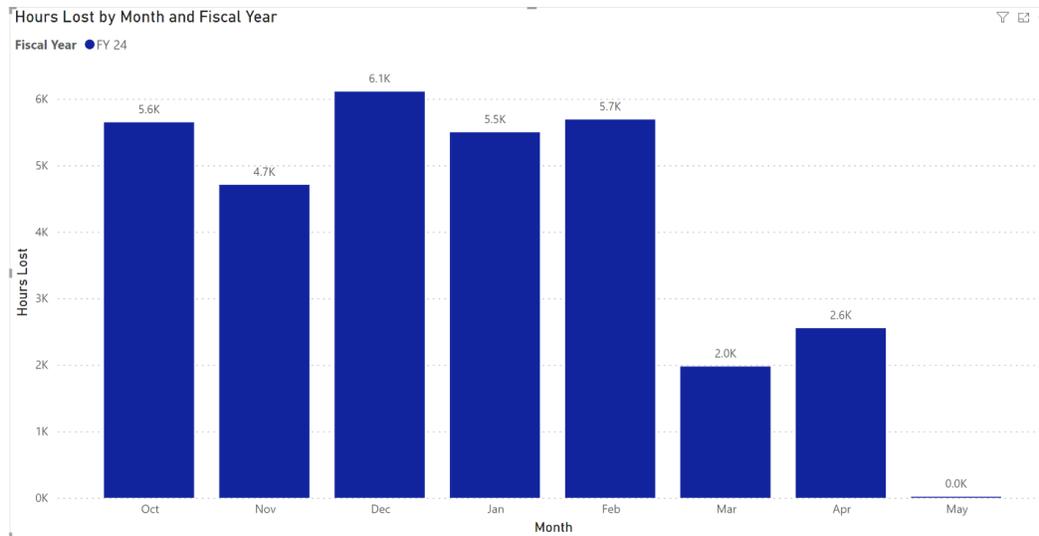
## Security Events



Security Event: Any event caused by an individual on a vehicle or at a facility that negatively impacts the customer or employee experience, resulting in a less secure environment. These events can include verbal or physical assaults between customers and/or staff or someone physically damaging a vehicle or agency property.

## Reduction in Lost Service

### All Service



The chart above demonstrates a clear and significant reduction in lost bus service hours over the fiscal year, culminating in zero lost hours in May. This trend reflects the successful implementation of measures to improve service reliability and reduce disruptions. It highlights the effectiveness of the strategies and the commitment to providing a reliable bus service to the community.

### Special Event Service and Staff/Events Support

Ridership increases for Austin City Limits and Austin FC matches have facilitated the need to increase the number of scheduled buses to 79. The Service Impacts Team ensured seamless service, accommodating the additional passengers during these events. Throughout the year, despite early challenges with workforce and vehicle availability, we supported Community Partnership by scheduling special bus requests. Additionally, we collaborated with the Marketing and Communications Department to participate in and coordinate employee events such as the local Bus Rodeo and Family Fun Day.

## **Revenue Vehicle Electrification and CapMetro Rapid Routes Pleasant Valley and Expo Center**

We expanded our fleet by 37 electric vehicles to support new Rapid routes. The original scope of placing 85 new electric buses into service was revised to accommodate business needs, resulting in a final quantity of 92 buses. Of these, 11 will be placed into service this year. Forty-nine vehicles have been built and placed into storage, and another 43 are in or scheduled for production and will also be placed into storage. The delivery and placement into service of the stored buses have been rescheduled for 2025.

### **Electric Bus Preparation**

Initiated a pilot program within the Operations Control Center for charge management technology, focusing on electric vehicle charge monitoring and charging station oversight.

### **Technology**

On April 15, 2024, we successfully implemented updates to our workforce management system, in partnership with the Information Technology Department. These updates were essential for improving bus operator payroll by reducing manual inputs. In addition to the new pay rules, we established new security roles to ensure enhanced security and efficiency.

## **FY2025 Projects**

Customer and Organizational Effectiveness Goals

### **Service Contracts**

We plan to establish more realistic audit frequencies and impacts using the contract management system. The Contract Management Plan for Keolis was completed at the time of the contract award. A contract management plan is also in place for CARTS and we will collaborate with applicable departments to renew Interlocal Agreements for CARTS-operated routes #214 and #990 by June 2025.

### **Oversight Tools and Process/Trapeze Improvements**

We plan several oversight tools and Trapeze improvements for FY2025. We plan to automate the mark-up process using Google tools, update vacation, sick, and personal time accruals in Trapeze, and continue ongoing Trapeze testing and training. Additionally, we will transition the systemwide service change markup to the service provider and finalize and implement the Bus Service Inspectors Handbook. We will also develop oversight reviews for scope of service evaluation and a validation process for Performance Deficiency Credits. Further, we will conduct a systemwide route review to improve the customer experience.

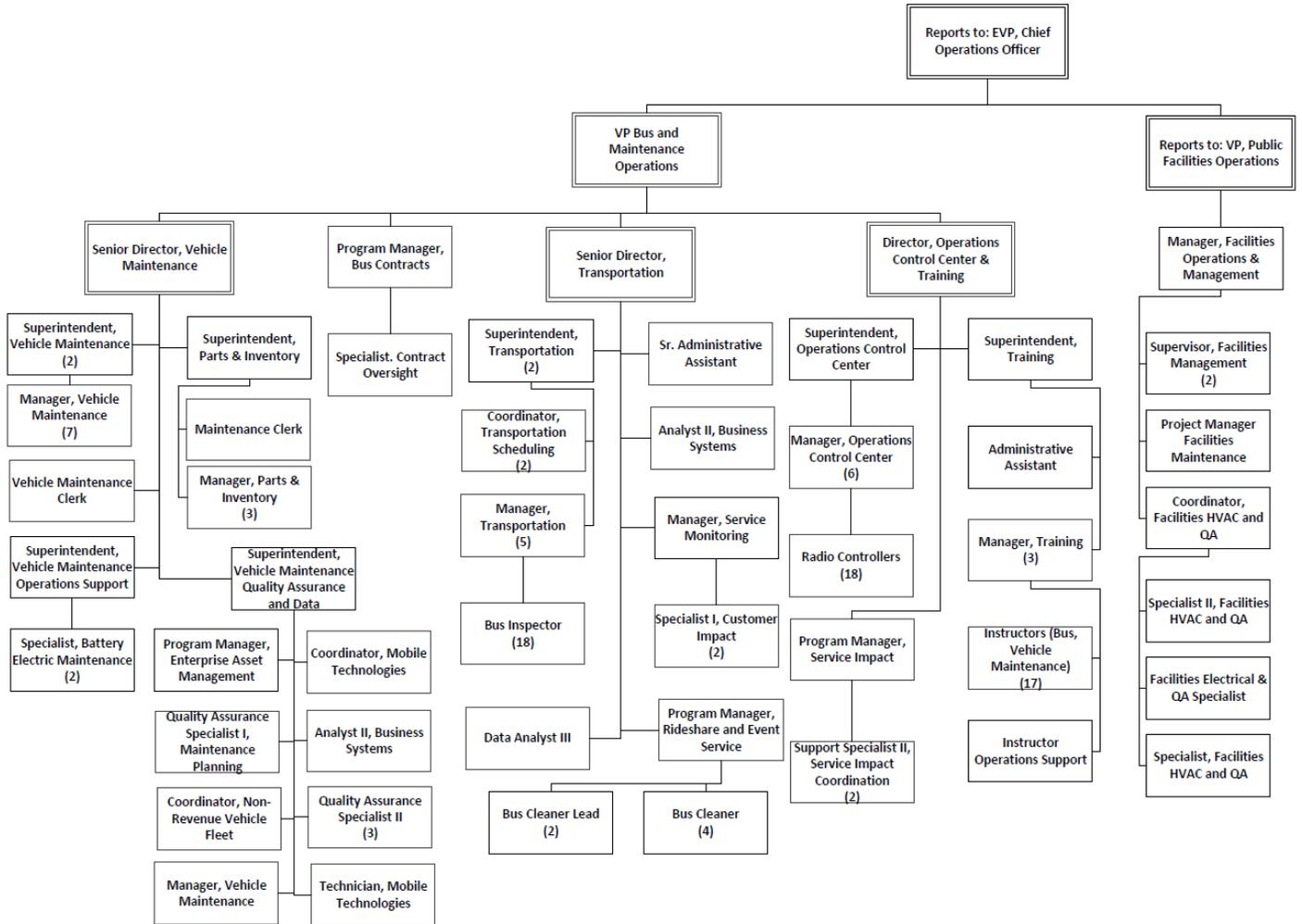
### **Training**

We will introduce tablets in classroom training for new hires, both for permit and orientation, using training modules. We further plan to implement the Fleet Learning Management System and obtain vehicle maintenance training modules for mechanics. Additionally, we will incorporate demand response operations and maintenance training into the Training Academy. Finally, we will launch the Maintenance Apprenticeship Program, with the aim of graduating 10 students in Vehicle Maintenance.

### **Technology**

We will place 81 new electric buses into service and transition bus maintenance operations to a fully electronic inspection system, making it a paperless operation.

## Bus Operations and Maintenance Organization



## Budget Changes

### Salaries and Benefits

Increase of \$734,008 due to FTE transfers to Demand Response Control and Call Center (1), Facilities Maintenance (1), Power Systems (1), Rolling Stock and Support Equipment (1); transfers from Demand Response Oversight (1), and Vanpool (3), and approved performance-based pay increase to become effective in January 2025.

### Other Expenses

Increase of \$17,040,560 primarily from contractual changes of \$14,190,452 in Purchased Transportation. Increase of \$582,057 in Professional Services from project realignment and bringing the vehicle cleaning services in-house. Utilities increase of \$1,785,828 primarily for additional electricity needed to power battery electric buses. Lease/Rentals increase of \$1,155,996 for leasing of non-revenue vehicles. Increases partially offset by a \$738,941 decrease in Materials and Supplies from refinement in the maintenance materials forecast calculation and a \$389,374 decrease in Other Expenses related to dues, subscriptions, and travel activities. Fuel costs are projected at an average cost per gallon with taxes of \$2.75 for FY2025, an increase of \$0.15 per gallon compared to FY2024 budget.

	FY2023 ACTUAL	FY2024 BUDGET	FY2024 FORECAST	FY2025 BUDGET	Var \$ FY2025 vs. FY2024	Var % FY2025 vs. FY2024
Salaries and Benefits	\$11,509,222	\$13,299,083	\$13,356,913	\$14,033,091	\$734,008	5.5 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>11,509,222</b>	<b>13,299,083</b>	<b>13,356,913</b>	<b>14,033,091</b>	<b>734,008</b>	<b>5.5 %</b>
Professional Services	8,952,373	15,048,624	16,275,857	15,630,681	582,057	3.9 %
Fuel and Fluids	11,188,329	12,049,654	13,282,722	12,102,196	52,542	0.4 %
Materials and Supplies	16,267,087	14,851,180	13,819,176	14,112,239	(738,941)	(5.0)%
Utilities	139,242	7,200	209,904	1,793,028	1,785,828	24,803.2 %
Insurance	-	-	-	-	-	N/A
Purchased Transportation	125,053,199	121,495,169	138,402,046	135,685,621	14,190,452	11.7 %
Other Expenses	305,259	613,204	392,200	223,830	(389,374)	(63.5)%
Lease/Rentals	37,004	42,000	120,000	1,599,996	1,557,996	3,709.5 %
Other Reconciling Items	(164,515)	-	7,330	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>161,777,977</b>	<b>164,107,031</b>	<b>182,509,235</b>	<b>181,147,591</b>	<b>17,040,560</b>	<b>10.4 %</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$173,287,199</b>	<b>\$177,406,114</b>	<b>\$195,866,148</b>	<b>\$195,180,682</b>	<b>\$17,774,568</b>	<b>10.0 %</b>

## Business Center

### Functions and Responsibilities

The Business Center Department, administered by a service provider, provides administrative support services to CapMetro and our service partners, including printing, copying, special projects assigned, courier services throughout our sites, assisting with onsite events, conference room set-ups at the east Austin campus buildings, delivery of lost and found items to the Transit Store, mail, and FedEx delivery services through our contracted solution.

### FY2024 Achievements

#### Workforce Goals

##### **Enhancing Service Efficiency and Communication**

This year, we significantly enhanced the Business Center's services and communication platform, providing increased visibility and transparency for our offerings across CapMetro. In our commitment to excellent customer service for our internal staff, we revamped the central SharePoint 'services' site to create a more efficient and user-friendly experience. This revamped site serves as a one-stop shop for all business center needs, enabling staff to easily log into the 'Services' section and navigate with intuitive tools to find what they need from the Business Center. Additionally, we established quarterly Business Review and Performance Metrics meetings through FY2024 to ensure we consistently meet the Agency's needs and maintain a high quality of service. As part of our ongoing commitment to prioritizing the concerns of our Agency's needs, we conducted a comprehensive customer-based survey in February 2024, targeting all CapMetro staff to identify and address challenges experienced by our internal customers, including response times, communication, and follow-up processes. The service provider leadership team thoroughly reviewed the survey responses and compiled a detailed findings report, which was presented to CapMetro in May 2024, incorporating insights from our Marketing leader and contracts administrator and during our Quarterly Business Review for Q1-Q2. Additionally, we enhanced our online service "work request ticket" system on our internal website and provided "how to" guidelines to assist new staff or those unfamiliar with the services the Business Center offers.

##### **Comprehensive Tracking and Customer Service**

In FY2024, we focused on implementing and tracking Canon Business Services across our sites, managing the transitions during closures and openings throughout the year. With many construction phases underway, we recognized the importance of efficiently moving copiers, printers, and mail services while tracking support needs across new sites. To address this, we developed a comprehensive tracking system that detailed service needs and closely collaborated with the Information Technology and Capital Construction, Engineering and Design departments to understand site-specific requirements. We also gained valuable insights from our internal customers regarding their ongoing needs, particularly for copier equipment and courier services, and proactively monitored these needs to ensure satisfaction through FY2025. Additionally, we maintained a detailed copier inventory log to optimize copier placement based on floor versus departmental needs, ensuring efficient use of resources.

### FY2025 Projects

#### Organizational Effectiveness Goals

##### **Enhancing Growth and Service Excellence**

In FY2025, our project will focus on identifying the growing needs of CapMetro to ensure that the Business Center team can keep pace with our expansion while providing excellent customer service and response times. We will evaluate the Business Review and performance of the Canon Business Center, offering guidelines on successful strategies, areas needing improvement, and potential enhancements for FY2025.

These meetings will also involve reviewing survey action plans and delivering results. Additionally, we aim to identify opportunities to improve communication and engagement with both the workforce and the Business Center Team.

### Service Accessibility

We will continue improving our central website for services, focusing on enhancing customer support for our mail center and FedEx Center. This includes making our FedEx handling, packaging, and shipment services more visible and accessible to the entire agency. We will review the mail center at 2910 E. 5<sup>th</sup> Street through walkthroughs with the team to ensure it is fully stocked with FedEx supplies and handling equipment for mail and certified mail. We will also continue to promptly monitor and address any challenges internal customers face, ensuring quick response times and accountability from the Business Center service provider team. Additionally, we will collaborate with Capital Construction, Engineering and Design to integrate Business Center facilities and services into new office locations.

## Budget Changes

### Other Expenses

Budget to stay neutral as contracts will not change.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$259	\$ -	\$ -	\$ -	\$ -	N/A
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>259</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>N/A</b>
Professional Services	241,805	222,456	222,456	222,456	-	-
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	18,601	27,288	27,288	27,288	-	-
Utilities	-	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	689	-	-	-	-	N/A
Lease/Rentals	82,863	129,996	129,996	129,996	-	-
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>343,958</b>	<b>379,740</b>	<b>379,740</b>	<b>379,740</b>	<b>-</b>	<b>-</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$344,217</b>	<b>\$379,740</b>	<b>\$379,740</b>	<b>\$379,740</b>	<b>\$ -</b>	<b>-</b>

## Capital Construction and Facility Management

### Functions and Responsibilities

Capital Construction and Facility Management is one of two new departments split from the Capital Design and Construction Department. It provides project controls support for the scope, schedule, budget, risk and quality related to the implementation of capital projects, including the federal requirements associated with federally funded grant projects.

### **FY2024 Achievements**

Organizational Effectiveness Goal

#### **Enhanced Project Delivery**

The agency's scheduling practices were strengthened by developing schedule assessment criteria and providing dashboards for the project team to monitor schedule quality. Additionally, we developed schedule specifications for inclusion in construction contracts, enhancing the contractor schedule submission process. We expanded the workforce by hiring key positions such as document control and developed a document management plan to ensure better organization and easier retrieval of department and project records. Furthermore, we provided project controls support on federally funded projects.

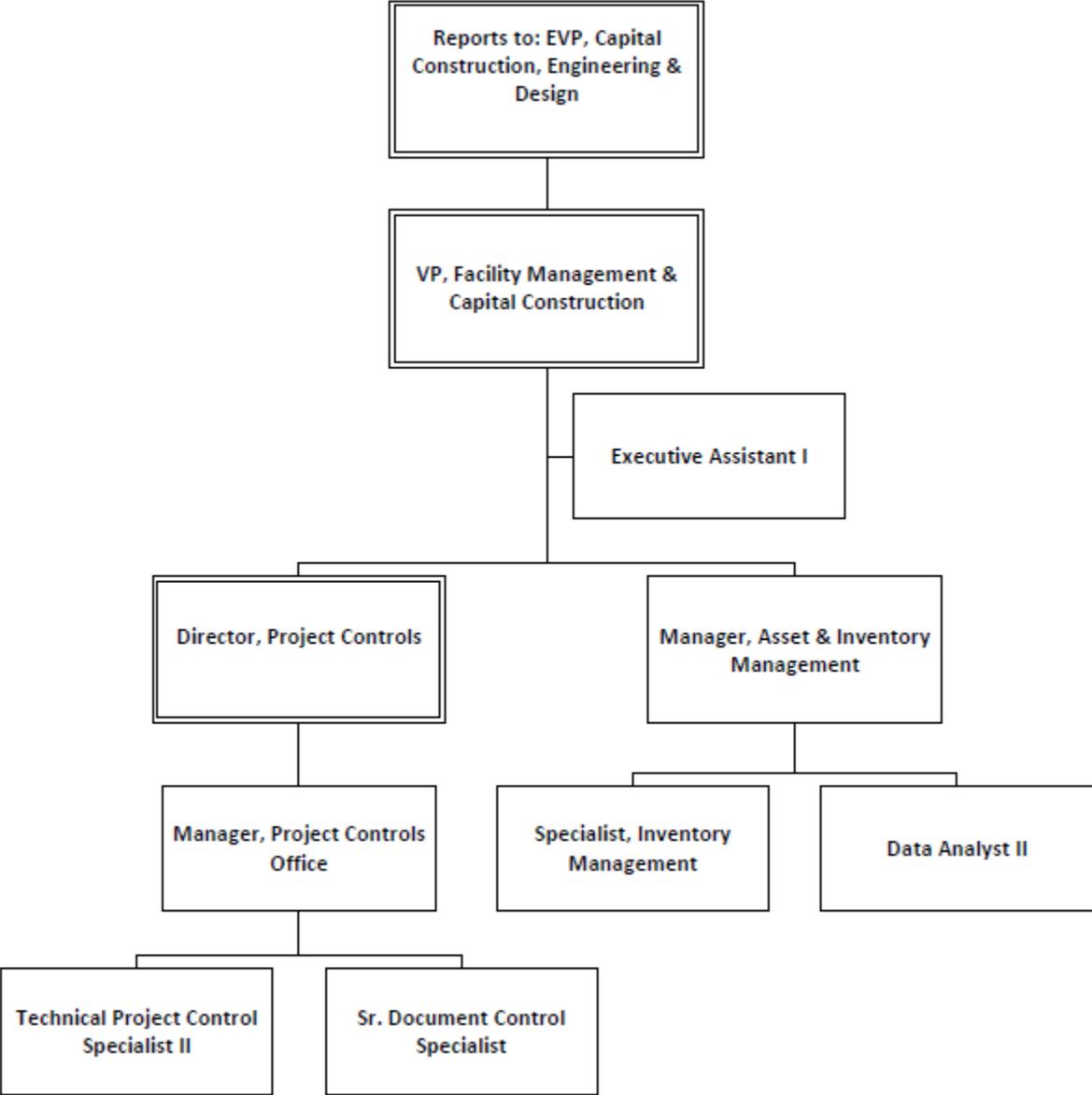
### **FY2025 Projects**

Organizational Effectiveness Goal

#### **Provide Project Controls Support**

Collaborate with agency stakeholders to ensure the new schedule specifications are incorporated into agency contracts. Additionally, training will be provided on the document management plan and procedures.

## Capital Construction and Facility Management Organization



## Budget Changes

### Salaries and Benefits

The budget includes \$1,189,528 for staff transferred from the activity realignment split of the Capital Design and Construction Department and approved performance-based pay increase to become effective in January 2025.

### Other Expenses

The budget mainly includes travel related to seminars, conferences and registrations in Other Expenses.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$ -	\$ -	\$ -	\$1,189,528	\$1,189,528	N/A
<b>TOTAL SALARIES &amp; BENEFITS</b>	-	-	-	<b>1,189,528</b>	<b>1,189,528</b>	<b>N/A</b>
Professional Services	-	-	-	100	100	N/A
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	-	-	-	1,356	1,356	N/A
Utilities	-	-	-	2,160	2,160	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	-	-	-	17,826	17,826	N/A
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	-	-	-	<b>21,442</b>	<b>21,442</b>	<b>N/A</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$1,210,970</b>	<b>\$1,210,970</b>	<b>N/A</b>

## Capital Construction, Engineering and Design Functions and Responsibilities

The Capital Construction, Engineering, and Design (CCED) department, led by the Executive Vice President of CCED, oversees the following departments: Capital Construction and Facility Management, Capital Design and Construction, Facilities Maintenance, Facility Design and Construction, Facility Programming and Management, Power Systems, Real Estate and Facility Planning, Rolling Stock and Support Equipment, and Systems Engineering & Designs.

### Capital Construction, Engineering and Design Organization



## Budget Changes

### Salaries and Benefits

Increase of \$11,084 due to approved performance-based pay increase to become effective in January 2025.

### Other Expenses

No significant difference.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$ -	\$288,580	\$288,580	\$299,664	\$11,084	3.8 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>-</b>	<b>288,580</b>	<b>288,580</b>	<b>299,664</b>	<b>11,084</b>	<b>3.8 %</b>
Professional Services	-	765,500	315,500	770,640	5,140	0.7 %
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	-	-	-	-	-	N/A
Utilities	-	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	-	18,250	18,250	15,500	(2,750)	(15.1)%
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>-</b>	<b>783,750</b>	<b>333,750</b>	<b>786,140</b>	<b>2,390</b>	<b>0.3 %</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$ -</b>	<b>\$1,072,330</b>	<b>\$622,330</b>	<b>\$1,085,804</b>	<b>\$13,474</b>	<b>1.3 %</b>

# Capital Design and Construction

## Functions and Responsibilities

The Capital Design and Construction Department is responsible for Program/Project Management for the environmental due diligence, engineering design and construction of all capital projects pertaining to the bus and rail transit infrastructure. This includes local bus stops, CapMetro Bikeshare, CapMetro Rapid, battery electrical bus (BEB) charging infrastructure, rail stations, rail track infrastructure and railroad bridges. Responsibilities include managing scope, schedule, budget, risks and change management and compliance, and coordination with the Federal Transit Administration and Federal Railroad Administration for all the federally funded projects.

### **FY2024 Achievements**

Organizational Effectiveness Goals

#### **Transit Service Infrastructure Program**

The Transit Service Infrastructure Program has successfully completed 30 bus stop construction projects and three additional upgrades for bus stop amenities. Additionally, 20 bus stops have undergone rebranding upgrades. The program also achieved 100% design completion for the 4th & Sabine Rail/Bike/Pedestrian Crossings project and initiated its construction. Moreover, one CapMetro Bikeshare infrastructure site extension was completed.

#### **CapMetro Rapid Program**

The CapMetro Rapid Program has made significant progress, with land acquisition and permitting completed for both the Expo Center Park & Ride and Goodnight Ranch Park & Ride, followed by the initiation of construction at these sites. The program also prepared and submitted a Project Completion Plan and a Small Starts Grant Agreement contract amendment to the FTA, which included updated program scope, schedule, and budget documentation. Approximately \$2.5 million in infrastructure improvements associated with Rapid station construction were completed in collaboration with the City of Austin. Furthermore, the program remained in compliance with Federal Transit Administration (FTA) requirements, including submitting monthly status reports, holding quarterly meetings, and transmitting hundreds of requested documents to the FTA and the FTA Project Management Oversight Consultant (PMOC).

#### **Battery Electric Bus Charging Infrastructure**

The Battery Electric Bus Charging Infrastructure initiative has made significant advancements, completing the design for the Battery Electric Bus Infrastructure at the 2910 E. 5th Street Project and subsequently initiating construction. Additionally, the project achieved 100% design completion for the Battery Electric Bus Infrastructure at North Ops project, followed by the commencement of construction.

#### **Rail Transit Infrastructure Projects**

The Rail Transit Infrastructure projects have achieved several key milestones. The McKalla Double Track and Drainage Improvements, spanning 1.25 miles with four quiet zone crossings and a shared-use path from Braker Lane to the station platforms, have been completed. Additionally, the McKalla Station construction was finished, featuring two side platforms and an event platform for game days, with accessible connections from adjoining areas and a visible artwork mosaic from Delta Drive. The project also reached 30% design completion for the Onion Street to Austin Wye double-track project, including the redevelopment of the Saltillo Station, and secured a \$17.7 million RAISE Grant. Furthermore, the 100% design for the Brushy Creek Bridge Walkway project was completed. The FRA Annual Audit for the Walnut Creek Bridge project was successfully completed, and the Safety & Security Certification for the State of Good Repair bridge replacement program elements was finalized in FY2024.

## FY2025 Projects

### Organizational Effectiveness Goals

#### **Transit Service Infrastructure Program**

The Transit Service Infrastructure Program plans to complete the construction of 50 bus stops in collaboration with the City of Austin and install solar lighting at 50 bus stops. Additionally, 25 bus stop shelters, along with related amenities, will be installed. The program will also complete rebranding at 40 bus stops and finalize the construction of the 4th & Sabine Rail/Bike/Pedestrian Crossing project. Moreover, the construction of 20 CapMetro Bikeshare sites will be completed, and ADA improvements will be made at 50 bus stops and two transit facilities.

#### **CapMetro Rapid Program**

The CapMetro Rapid Program aims to complete the construction of the remaining stations, shelters, and Park & Rides at Expo Center and Goodnight Ranch. The program aims to accomplish significant progress toward implementation of on-route charging infrastructure and other items necessary to reach completion of all grant-funded activities in FY2026. Additionally, the program will collaborate with the Strategic Planning Department on the Transit System Master Plan, which addresses ridership and customer needs, to be realized through the Project Connect Rapid program.

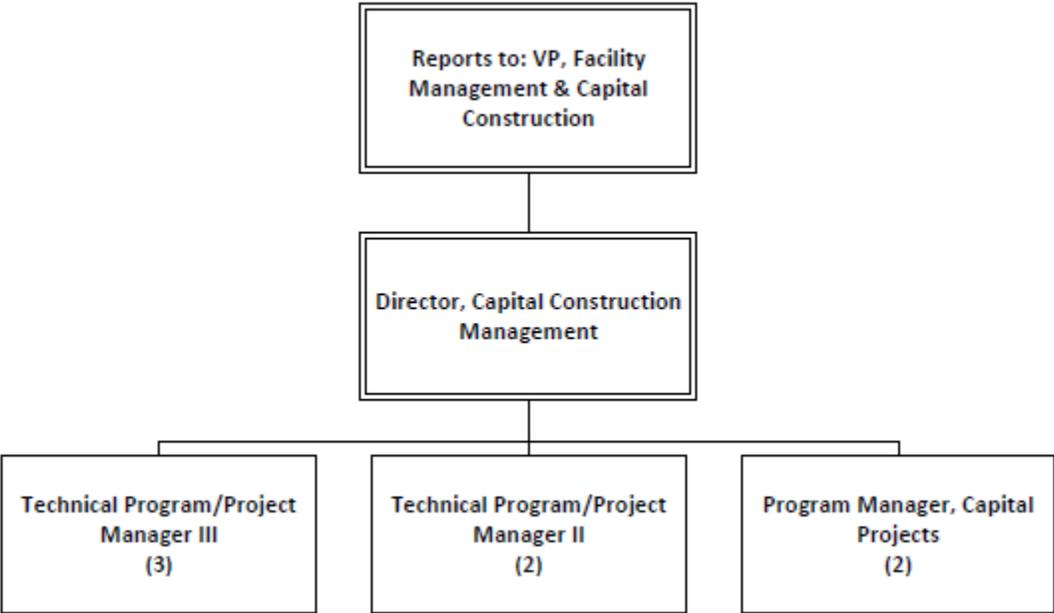
#### **Battery Electric Bus Charging Infrastructure**

The Battery Electric Bus Charging Infrastructure initiative will focus on completing the Battery Electric Bus Charging Infrastructure at 2910 E. 5th Street. Additionally, the construction of the grant-funded Battery Electric Bus Charging Infrastructure at the North Operations (NOPS) Facility will begin; once completed, the project will feature a canopy and solar panels.

#### **Rail Transit Infrastructure Projects**

The Rail Transit Infrastructure projects will achieve several key milestones in the upcoming year. These include completing the 100% engineering design and initiating the construction bid for the double track and Plaza Saltillo Station platforms between Onion Street and Austin Wye. The Bridge Span Replacement project at Milepost 52.44 will be closed out, and construction of the 4th & Sabine Rail/Bike/Pedestrian Crossing will be completed. Additionally, construction will begin on the Broadmoor Rail Station and Double Tracking project. The Railroad Shoofly and Railroad Bridge design at Airport & I-35 will be coordinated with TxDOT as part of the I-35 expansion project, along with the design of the Railroad Bridge at 4th Street & I-35. The design and construction of a T-Ramp entrance into the Tech Ridge Park & Ride on I-35 will also be coordinated with TxDOT. Lastly, the relocation of Downtown Station rail system infrastructure will be coordinated in line with the Convention Center redevelopment project

## Capital Design and Construction Organization



## Budget Changes

### Salaries and Benefits

Decrease of \$1,176,818 from staff transferred to create two new departments for activity realignment: Capital Construction and Facility Management, and Facility Design and Construction, partially offset by the approved performance-based pay increase to become effective in January 2025.

### Other Expenses

Decrease of \$60,905 due to project and travel expenses transferred to the two new departments.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$1,949,088	\$2,476,203	\$2,313,203	\$1,299,385	(\$1,176,818)	(47.5)%
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>1,949,088</b>	<b>2,476,203</b>	<b>2,313,203</b>	<b>1,299,385</b>	<b>(1,176,818)</b>	<b>(47.5)%</b>
Professional Services	134,282	145,680	308,680	129,153	(16,527)	(11.3)%
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	402	81,130	81,130	69,600	(11,530)	(14.2)%
Utilities	1,240	4,800	4,800	2,400	(2,400)	(50.0)%
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	50,435	56,071	56,071	25,623	(30,448)	(54.3)%
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	38,303	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>224,661</b>	<b>287,681</b>	<b>450,681</b>	<b>226,776</b>	<b>(60,905)</b>	<b>(21.2)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$2,173,749</b>	<b>\$2,763,884</b>	<b>\$2,763,884</b>	<b>\$1,526,161</b>	<b>(\$1,237,723)</b>	<b>(44.8)%</b>

## Child Care and Learning Center

### Functions and Responsibilities

The Capital Metro Child Care and Learning Center opened July 31, 2006. It is operated by Bright Horizons Family Solutions through a contract with CapMetro. The center provides a high-quality child development environment to the families of CapMetro, service contractors and the community.

### FY2024 Achievements

Workforce and Organizational Effectiveness Goals

#### Childcare Assistance and Staff Engagement Efforts

The Childcare and Learning Center provided a valuable benefit to families of staff through a nationally accredited early learning program. This benefit has contributed to the recruitment and retention of talent with expertise in planning, information technology, legal and other fields. In 2024, CapMetro earned the Best Place for Working Parents Award based on our staff member benefits programs, including the on-site childcare center.

The changing needs of our workforce due to multiple work locations, home locations, and non-traditional work hours for our front-line staff prompted CapMetro to conduct a childcare needs assessment to determine childcare benefits to serve a broader workforce population. Due to significant outreach efforts, over 450 staff members responded to the survey. The survey results will be used to design future childcare assistance benefits.

In addition, we created an internal Childcare Assistance Group to facilitate communications and engagement with the workforce on the value of childcare benefits.



#### Optimizing Childcare Center Operations

Through the request for proposal and contract negotiation process, the approach to the childcare center cost and offsetting tuition was changed to transfer the risk for tuition collection from CapMetro to the contractor. CapMetro engaged a childcare operations expert to assess the current center operations and guide an alternatives assessment process to address the subsidy paid by CapMetro.

### FY2025 Projects

Workforce and Community Goals

#### Future Childcare Benefits

We will contemplate including a childcare stipend that eligible CapMetro and service contractor staff members can access to pay for childcare that best meets their family's needs.

#### Supporting Staff and Community

While CapMetro's focus on childcare services will be on meeting the needs of our current and future workforce, we also want to remain a community partner in addressing the lack of high-quality childcare. We will continue to seek partnerships in which CapMetro can play a role while being a fiscally responsible steward of public funds.

## Budget Changes

### Salaries and Benefits

Increase of \$302,480 due to change in contract terms with childcare service provider which will potentially include a childcare stipend for eligible CapMetro and service contractor staff members effective April 2025.

### Other Expenses

Decrease of \$1,003,461 in Professional Services due to moving to fixed price contract with service provider which will no longer include a revenue component that offsets the related expenses and reduction in the amount of CapMetro subsidy for child care center operations.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$ -	\$ -	\$ -	\$302,480	\$302,480	N/A
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>302,480</b>	<b>302,480</b>	<b>N/A</b>
Professional Services	1,176,446	1,272,153	911,632	268,692	(1,003,461)	(78.9)%
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	-	5,000	5,000	5,000	-	-
Utilities	-	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	-	-	-	-	-	N/A
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>1,176,446</b>	<b>1,277,153</b>	<b>916,632</b>	<b>273,692</b>	<b>(1,003,461)</b>	<b>(78.6)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,176,446</b>	<b>\$1,277,153</b>	<b>\$916,632</b>	<b>\$576,172</b>	<b>(\$700,981)</b>	<b>(54.9)%</b>

## Community Engagement Functions and Responsibilities

The Community Engagement Department builds trust by meaningfully collaborating with our community in decision-making, serving as the agency's primary liaison with community groups and organizations, and managing programs to facilitate engagement with CapMetro.

### FY2024 Achievements

Community, Customer, and Organizational Effectiveness Goals

#### Unhoused Transit Pass

CapMetro collaborates with local providers to offer a pass that benefits our community at no cost to eligible riders. This partnership seeks to improve mobility, access to vital services and community connections for people experiencing homelessness or housing insecurity, who are also enrolled and receiving services through the Austin/Travis County coordinated homelessness response system. The HMIS (Homeless Management Information System) Pass became available in October 2023, and CapMetro continues refinement of the pass to ensure alignment with program parameters and support of the community.

By developing a community-led program with about 30 social service providers and organizations, we have been able to work collaboratively to spread out resources and reach clients and the community as they receive and seek other resources. Furthermore, leveraging current technology and existing community programs, such as Transit Empowerment Fund, has allowed us to enhance accessibility and connectivity for our riders, furthering our mission to provide efficient transportation solutions.

#### CapMetro Art

CapMetro has become more rooted in the local Austin arts community with year-long community engagement via CapMetro Art, which for FY2024 included Art on the Bus in partnership with Creative Action; diversity, equity and inclusion bus wraps in partnership with MAS Cultura which traversed the city displaying art from local artists; and the creation of the largest mosaic mural for CapMetro at McKalla Station. This initiative aligns with the agency's Community and Workforce strategic goals.

#### Art On The Bus

This program engaged with four diverse school districts in CapMetro's Pickup zones: Austin ISD, Manor ISD, Del Valley ISD, and Leander ISD. Through this initiative, the aim is to cultivate a generation of lifelong riders while fostering awareness of CapMetro among a young audience. A sustainability curriculum was integrated into fourth-grade art classes, offering students a creative introduction to environmental awareness. This year's curriculum theme, "How do you envision yourself or your community in 10 years," made a connection and introduction to CapMetro's Transit Plan. We also paired the selected school with CapMetro services being launched. One of the selected schools, Houston Elementary, is located within the Dove Springs service area, so we opted for wrapping their Pickup vehicle instead of a full-size bus. This helped build the excitement and make the connection with the new service in their neighborhood. Each participating school had 6 to 8 winners, highlighting the students' enthusiasm and engagement. Moreover, the initiative extended its impact beyond the classroom, involving students, families, teachers, superintendents, media, and the wider community, thus creating a collaborative network committed to sustainability education and action.

#### DEI Bus Wraps

There were seven bus unveilings. These events provided a platform to support local artists, allowing them to engage with community members while celebrating diversity, equity, and inclusion. Hosting the unveilings at CapMetro sites and opening them to staff participation has fostered internal engagement and collaboration. This approach has strengthened our relationships and built trust with the community and

stakeholders in attendance. This engaged over 250 individuals, including representatives from minority chambers, the Austin community, riders, and elected officials, creating valuable opportunities for dialogue and community involvement.

### **McKalla Mural**

The McKalla mural became the first project under the CapMetro Art program for a rail station. The program engaged more than 500 people through a community-led design process and participation. On the unveiling day, more than 4,500 customers visited the station, and this permanent mosaic will continue to engage the community season after season for many years to come.

### **Dove Springs Pickup Zone**

CapMetro successfully launched the Dove Springs Pickup zone on January 14, 2024, marking a significant milestone in our mission to enhance transportation accessibility for the community.

To engage current and future Pickup customers in the area, the team participated in extensive community outreach guided by the Pickup Dove Springs Public Involvement Plan. Through 16 community meetings, 402 individual engagements, distribution of 12,000 postcards, 133 survey responses, and collaboration with six community-based organizations, the team garnered valuable feedback and insights from stakeholders. Working closely with Austin City Council Member Vanessa Fuentes, who represents District 2, ensured that community voices were heard and incorporated into the final design of the Pickup zone.

The culmination of these efforts was celebrated at the George Morales Dove Springs Recreation Center on January 26, 2024, where community leaders and transit riders gathered for a ceremony and tour of the new zone. Partnerships with key community organizations such as Austin Lighthouse - Travis Association for the Blind, La Mexicana Supermercado, and Widen Elementary were highlighted, showcasing the collaborative spirit of the project.

Since its opening, the Dove Springs Pickup zone has experienced strong ridership levels, growing faster than any other CapMetro Pickup zone. It's served the most daily riders in any zone, reaching a single day record of 129 riders, a milestone that has taken other zones a year to reach. This achievement reflects our commitment to providing accessible and efficient transportation solutions that benefit our customers and the entire community.

## **FY2025 Projects**

Community, Customer, and Organizational Effectiveness Goals

### **Transit Plan**

Our goal is to engage a broad and diverse cross-section of the community in the development and refinement of the long-range transit plan to ensure it meets the needs and preferences of current and future users. Community Engagement & Public Involvement will be focused on building upon the successes of FY2024 through the following objectives:

- Increase public awareness, participation, and feedback on the proposed long-range transit plan through targeted outreach and engagement strategies.
- Leverage relationships and community partners to collaborate and connect with their networks, leverage their events, and create new long-term relationships.

We have established KPIs to measure our progress, including achieving participation from at least 1,000 community members in public meetings, workshops, and surveys throughout the planning process. We aim to ensure that participant demographics mirror our riders' diversity, with no demographic group being underrepresented by more than 10% compared to their share as customers. Additionally, we seek to collect a minimum of 500 pieces of actionable feedback that directly influence plan modifications and ensure awareness across all service areas, including member cities. We also strive to achieve a stakeholder

satisfaction rate of 80% or higher in post-engagement feedback surveys regarding the process and outcomes.

To achieve these objectives, we utilize various tools, including community partnerships, community connectors, focus groups & workshops, targeted tailored engagement, deep cross-functional teamwork, ridership data analytics and synthesizing, community feedback, and new technology.

Our expected outcomes include informed decision-making, where public feedback improves and refines the transit plan to better meet community needs. We also aim to increase transparency, ensuring the community feels well-informed and involved, thereby enhancing trust in the transit agency. Stronger community support for the transit plan will facilitate easier implementation and funding, while establishing a sustainable framework for continuous public involvement promotes collaborative relationships in the long term.

### **Public Safety Subcommittees**

Provide a reliable and safe transit service under the Safety & Emergency Management Agency Priority and further strengthen agency trust and perception with our community, especially key stakeholder groups in the public safety space. Community Engagement and Public Involvement will be focused on building upon the success of FY2024 through the following objectives:

- Create various public participation opportunities to support the targets and goals of transit public safety.
- Leverage partnerships and relationships, drawing on their experience and knowledge to support the development of our new Transit Police Department as well as the Public Safety and Emergency Management Department.

Our KPIs involve developing subcommittees stemming from our Public Safety Advisory Committee and providing several opportunities for community feedback to aid in the community decision-making process for a successful police department launch. Our target is to engage the community throughout the development phases of the public safety program, including Texas Commission on Law Enforcement (TCOLE) Accreditation by Fall 2024, police officer hiring by Spring 2025, and the implementation of the Transit Police Department.

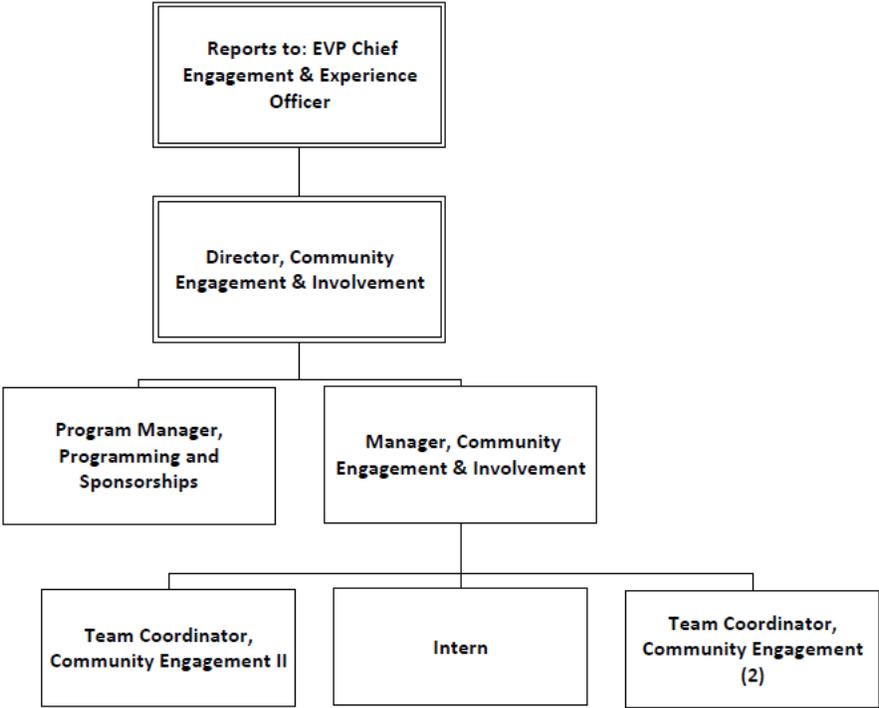
We will utilize community partnerships, deep cross-functional teamwork, data analytics and synthesizing, and community feedback to achieve our objectives. The expected outcome is to fully launch the third part of the public safety program through ongoing public participation opportunities, activations, and stakeholder engagement.

By developing a community-led program with about 30 social service providers and organizations, we have worked collaboratively to distribute resources and reach clients and the community as they seek other resources.

### **Sponsorships**

Community Engagement will contribute to our strategic goal of establishing agency trust, presence, and reputation through sponsorships that advance CapMetro's mission, vision, and strategic initiatives. These efforts will promote ridership, enhance new or existing services, and improve brand perception. By sponsoring and strengthening relationships with over 60 organizations, including chambers of commerce, nonprofits, civic groups, and youth development programs, we aim to engage the community and stakeholders effectively. This engagement will facilitate conversation and feedback on the transit system while fostering conversations to improve regional mobility. Leveraging these relationships, we will develop opportunities to involve the community in CapMetro's various initiatives and projects, such as the Transit Plan, Public Safety, Title VI, Pick Up Service, MetroBike, RFID, and CapMetro Access.

# Community Engagement Organization



## Budget Changes

### Salaries and Benefits

Increase of \$11,577 due to approved performance-based pay increases to become effective in January 2025.

### Other Expenses

Decrease of \$96,308 driven by a decrease in Professional Services of \$114,556 primarily due to the completion of the community survey. Offset by an increase of \$35,040 in Other Expenses for special event support and sponsorships.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$533,738	\$659,332	\$659,332	\$670,909	\$11,577	1.8 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>533,738</b>	<b>659,332</b>	<b>659,332</b>	<b>670,909</b>	<b>11,577</b>	<b>1.8 %</b>
Professional Services	616,828	990,496	1,135,097	875,940	(114,556)	(11.6)%
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	44,205	73,392	78,470	57,992	(15,400)	(21.0)%
Utilities	1,540	4,476	4,283	5,280	804	18.0 %
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	89,707	103,267	87,504	138,307	35,040	33.9 %
Lease/Rentals	1,276	4,476	-	2,280	(2,196)	(49.1)%
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>753,556</b>	<b>1,176,107</b>	<b>1,305,354</b>	<b>1,079,799</b>	<b>(96,308)</b>	<b>(8.2)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,287,295</b>	<b>\$1,835,439</b>	<b>\$1,964,686</b>	<b>\$1,750,708</b>	<b>(\$84,731)</b>	<b>(4.6)%</b>

# Customer Care

## Functions and Responsibilities

The Customer Care Department’s goal is to enhance the customers’ experience by assisting with trip planning, fares, riding rules, lost-and-found, mobile app concerns, and answering general questions; along with responding to comments, complaints, compliments, and requests. Representatives are available seven days a week by telephone, email, social media, and web-based correspondence. The department also works closely with transit operations departments to quickly address service issues.

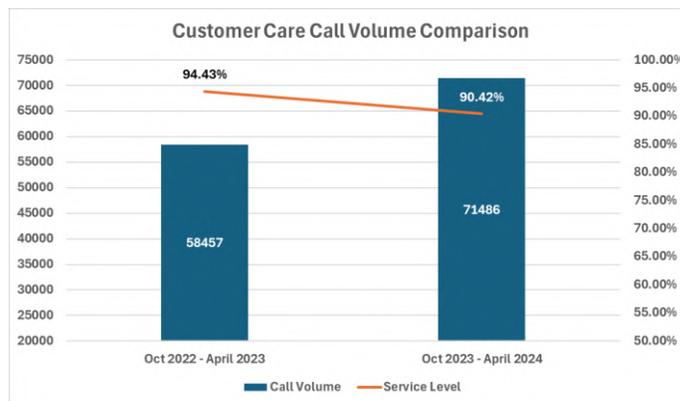
### FY2024 Achievements

Customer Goal

#### Enhancing Customer Response Times

Our goal was to maintain a high level of customer response time while being a fiscally responsible steward of public funds by achieving a service level performance of 80% or higher, even with increased volume.

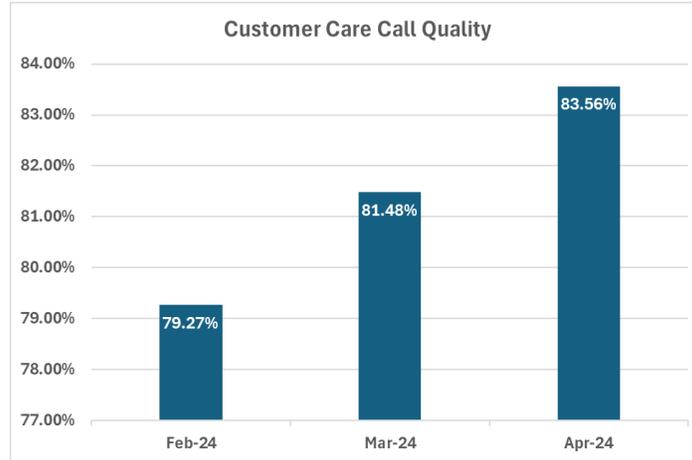
Customer Care was able to stay above 90% (90.42%) for service level (goal is 80% answered within 60 seconds), while call volume increased by 22% from October 2023 to April 2024 compared to that same period the year prior. This was due to an increased emphasis on accountability. Specifically, the monitoring and coaching of the front-line team as it pertained to overall productivity. The leadership team addressed outliers to reduce the amount of missed and returned-to-queue calls, along with ensuring the team followed their schedules to ensure we maximized phone coverage for customers contacting us. As a result, overall productivity increased by 19.29% during this period.



#### Improve Customer Experience

Our goal was to create a call quality scorecard to measure performance, with a target of achieving 80% call quality or higher.

Customer Care implemented a call quality assurance program in 2024 to provide a more elevated and consistent customer engagement experience, regardless of whom they talked to. This was done by identifying, then training the team on the specific soft skill behaviors needed and the accuracy of information provided to our customers. Customer Care has consistently increased overall quality in each of the first three months of implementation, with an overall average of 81.56%. This was accomplished by increased targeted coaching to specific areas of opportunity identified through the scoring. Leadership also developed a coaching documentation log to track those areas of opportunity and improvements made by each employee.



## FY2025 Projects

### Customer Goals

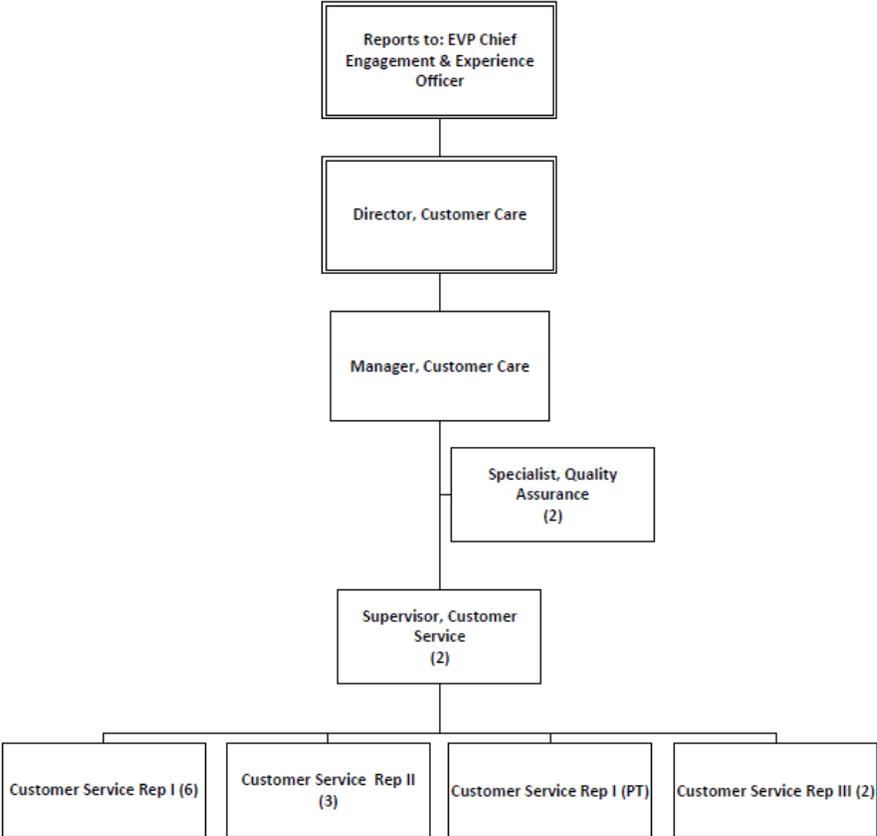
#### Streamlining Customer Care

Customer Care will be focused on transitioning CapMetro Bikeshare customer care interactions to the Customer Care Go-Line team. The objective is to align similar services like bus, rail, and bikeshare to ensure a consistent customer experience across all service modes. Planning is currently in progress and will continue throughout FY2025, with collaboration from IT, Demand Response, and Bus Operations departments. The expected outcomes include providing CapMetro Bikeshare customers with a uniform experience regardless of the service they inquire about and an increased volume for the Customer Care Go-Line team.

#### Enhancing Customer Efficiency

CapMetro will undertake a project to increase the use of new customer relationship management software as the primary tool for Customer Care. Planning for this initiative will commence in summer 2024, with ongoing collaboration and testing with IT throughout FY2025, culminating in a go-live date estimated by the end of FY2025. The project's objectives include reducing the number of tools utilized by the Customer Care team, enhancing email reporting on volume, response time, customer resolution, and productivity accountability, as well as initiating the construction of a comprehensive customer profile within the software to document all interactions with Customer Care.

## Customer Care Organization



## Budget Changes

### Salaries and Benefits

Increase of \$26,223 due to the change of 1 FTE from part-time to full-time and approved performance-based pay increases to become effective in January 2025.

### Other Expenses

Increase of \$1,933 due to contractual increases in Other Expenses for staff training.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$1,076,738	\$1,239,779	\$1,239,779	\$1,266,002	\$26,223	2.1 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>1,076,738</b>	<b>1,239,779</b>	<b>1,239,779</b>	<b>1,266,002</b>	<b>26,223</b>	<b>2.1 %</b>
Professional Services	3,340	6,800	5,300	6,800	-	-
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	573	2,872	1,472	3,000	128	4.5 %
Utilities	1,460	1,920	1,500	1,920	-	-
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	1,759	3,475	12,345	5,280	1,805	51.9 %
Lease/Rentals	24	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>7,157</b>	<b>15,067</b>	<b>20,617</b>	<b>17,000</b>	<b>1,933</b>	<b>12.8 %</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,083,895</b>	<b>\$1,254,846</b>	<b>\$1,260,396</b>	<b>\$1,283,002</b>	<b>\$28,156</b>	<b>2.2 %</b>

## Demand Response Control and Call Center Functions and Responsibilities

The Demand Response Control and Call Center Department is composed of the CapMetro Access and Pickup control and call center. The department provides real-time dispatch, scheduling, and advance trip reservations.

### FY2024 Achievements

Organizational Effectiveness Goals

#### Installed Scheduling and Dispatch Software

Successfully installed new scheduling and dispatching software for access services. This innovative approach to serving riders with disabilities earned CapMetro the Best of Texas Awards for Digital Transformation in the category of Best Application Serving the Public. With the launch of the new software, CapMetro Access has maintained the on-time performance of pickup window above the 92% goal.

#### Launched Dove Springs Pickup Zone

Successfully launched one of the fastest growing zones, Dove Springs on January 15, 2024. Ensured all vehicles and operators were ready for service by finding effective workarounds to equip the vehicles with the necessary tools and resources.

### FY2025 Projects

Organizational Effectiveness Goals

#### Enhance Chat Feature

Implement a web chat feature for CapMetro Access, enabling customers, particularly those with disabilities, to independently book, cancel, and check the status of their trips. This enhancement will provide hearing-impaired customers with an accessible way to interact directly with customer service and dispatch to manage their travel plans.

#### Enhance Scheduling and Dispatch Software

Continue working with the software vendor to enhance the scheduling and dispatch software to assist in improving the on-time performance of customer-booked appointment times. The goal is to increase the FY2024 rate from 88% to 92% while maintaining service efficiency.

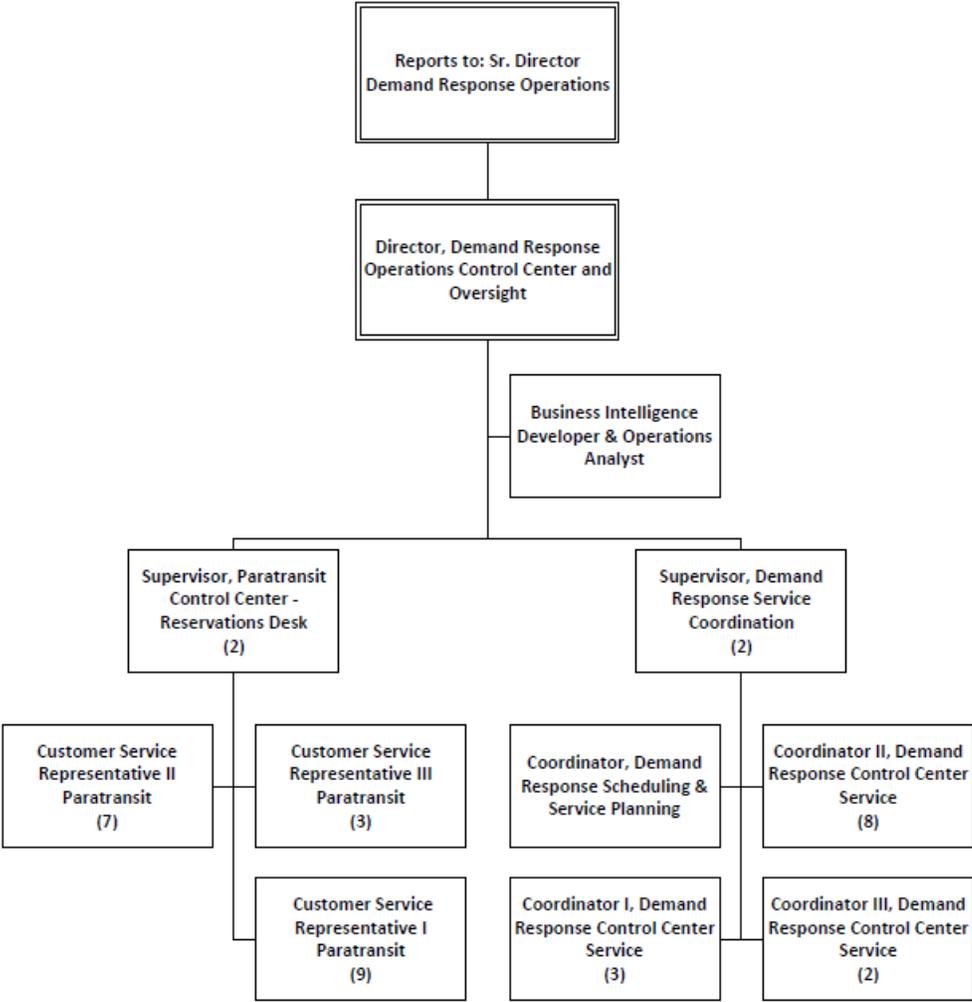
#### Implement Demand Response Model

Streamline on-road operations by implementing the new Demand Response contract model. Build a dedicated team and equip and train road supervisors with an app for real-time dispatching. This will improve response times across all locations. Additionally, develop a data-driven staffing formula to optimize crew size and ensure efficient service delivery.

#### Launch New Pickup Zone

Launch a new Pickup zone for Decker in January 2025. Identify, equip and ensure vehicles and operators are prepared for a successful start.

## Demand Response Control and Call Center Organization



## Budget Changes

### Salaries and Benefits

Increase of \$289,046 due to the addition of 1 FTE transferred from Bus Operations and Maintenance, 1 FTE transferred from Organizational Strategy and Projects and approved performance-based pay increases to become effective in January 2025.

### Other Expenses

Increase of \$10,480 primarily in Professional Services for temporary help to cover staffing shortages.

	FY2023 ACTUAL	FY2024 BUDGET	FY2024 FORECAST	FY2025 BUDGET	Var \$ FY2025 vs. FY2024	Var % FY2025 vs. FY2024
Salaries and Benefits	\$2,235,515	\$2,298,559	\$2,461,652	\$2,587,605	\$289,046	12.6 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>2,235,515</b>	<b>2,298,559</b>	<b>2,461,652</b>	<b>2,587,605</b>	<b>289,046</b>	<b>12.6 %</b>
Professional Services	137,900	78,000	167,000	88,000	10,000	12.8 %
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	30	3,600	3,600	3,600	-	-
Utilities	500	-	-	480	480	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	1,695	8,795	8,795	8,795	-	-
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>140,124</b>	<b>90,395</b>	<b>179,395</b>	<b>100,875</b>	<b>10,480</b>	<b>11.6 %</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$2,375,640</b>	<b>\$2,388,954</b>	<b>\$2,641,047</b>	<b>\$2,688,480</b>	<b>\$299,526</b>	<b>12.5 %</b>

## Demand Response Oversight Functions and Responsibilities

The Demand Response Oversight Department oversees paratransit (CapMetro Access) and microtransit (CapMetro Pickup) service contractors. Costs related to contracted paratransit services compliant with the Americans with Disabilities Act (ADA) are budgeted in this department.

### FY2024 Achievements

Organizational Effectiveness Goals

#### **Service Provider Contract Renewal**

Provided input into drafting the scope requirements for the upcoming Access and Pickup operations contract. The dedicated contract evaluation team completed the evaluation process to determine the most suitable candidate and sets on track to initiate the contract as planned on January 1st, 2025.

#### **Completed Design Phase for North Base Facility**

Successfully achieved the target of completing the design plans to 100% for the 10805 Cameron Road facility. The design phase was finalized and approved, marking a significant milestone in the project. Selected the general contractor and acquired the necessary building permits, ensuring the project was on track for the subsequent construction and development phases.

### FY2025 Projects

Organizational Effectiveness Goals

#### **Create Parts & Inventory Storeroom**

This project, slated for completion by the end of FY2025, aims to establish a robust internal parts and inventory operation tailored for our demand response fleet. Starting January 2025, the initiative will ensure all necessary materials for repairing CapMetro Access and Pickup fleets are readily available. By project completion, it is expected to have seamless procurement and shipping pipelines in place, ensuring vehicle downtime never exceeds 30 days. The goal is to have all essential vendors established to facilitate timely maintenance and enable the vehicles to return to service swiftly.

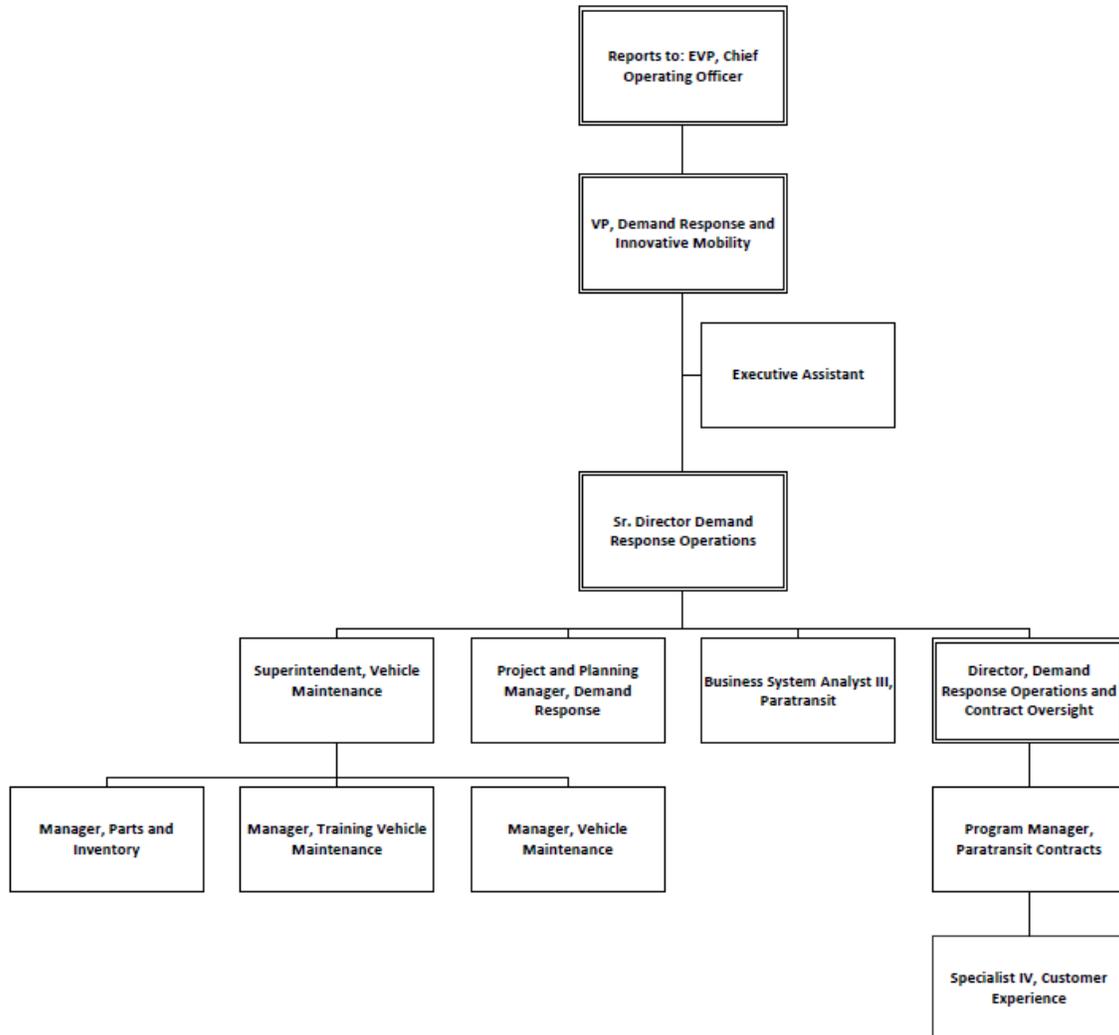
#### **Transition to New Demand Response Operating Contract Model**

An upcoming project, scheduled for completion within the first year of the new contract with the service provider starting January 2025, aims to maintain and enhance service quality throughout the transition. By the end of FY2025, the objective is to ensure all Key Performance Indicators outlined in the contract are consistently met, ensuring compliance and exceeding service quality expectations. The service provider will efficiently manage responsibilities supported by CapMetro to ensure smooth operations and optimal service delivery.

## Select General Contractor for North Base Facility

The project for FY2025 focuses on advancing the construction of the North Base facility by approximately 30-40% and achieving an 80% completion milestone for the warehouse. This effort marks the initial phase of a three-year plan aimed at establishing and launching the new Demand Response North Base. By the end of FY2025, the goal is to ensure the facility and warehouse are sufficiently developed to maintain the targeted go-live date of July 2027.

## Demand Response Oversight Organization



## Budget Changes

### Salaries and Benefits

Increase of \$596,842 due to position reclasses; 0.65 FTE reallocation from the Microtransit and Bikeshare departments; and 5 total transfers from Safety (1), Bus Operations and Maintenance (1), Information Technology (2), and Strategic Planning and Development (1). These reallocations support the increased responsibility CapMetro has assumed for day-to-day operations under the new contracting model to commence in January 2025. The budget includes an approved performance-based pay increases to become effective in January 2025.

### Other Expenses

Increase of \$4,837,530 driven by \$3,367,962 in Purchased Transportation as a new contract moves away from a variable rate-driven cost model and into a passthrough labor-driven cost model. This changes the primary cost driver from vehicle service hours needs to labor needs. An increase of \$1,312,292 for Materials and Supplies due to the new contract model, which includes tires, parts, and towing. Fuel and Fluids increase of \$77,465 are projected at an average cost per gallon with taxes of \$2.75 for FY2025, an increase of \$0.15 per gallon compared to FY2024 budget.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$653,072	\$978,836	\$737,836	\$1,575,678	\$596,842	61.0 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>653,072</b>	<b>978,836</b>	<b>737,836</b>	<b>1,575,678</b>	<b>596,842</b>	<b>61.0 %</b>
Professional Services	7,682	34,000	10,000	78,531	44,531	131.0 %
Fuel and Fluids	1,662,638	1,600,231	1,606,268	1,677,696	77,465	4.8 %
Materials and Supplies	155,613	19,200	271,580	1,331,492	1,312,292	6,834.9 %
Utilities	960	3,840	3,840	5,976	2,136	55.6 %
Insurance	-	-	-	-	-	N/A
Purchased Transportation	37,874,309	40,764,164	40,725,494	44,132,126	3,367,962	8.3 %
Other Expenses	15,143	15,300	15,300	48,444	33,144	216.6 %
Lease/Rentals	83,904	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>39,800,249</b>	<b>42,436,735</b>	<b>42,632,482</b>	<b>47,274,265</b>	<b>4,837,530</b>	<b>11.4 %</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$40,453,322</b>	<b>\$43,415,571</b>	<b>\$43,370,318</b>	<b>\$48,849,943</b>	<b>\$5,434,372</b>	<b>12.5 %</b>

## Diversity, Equity and Inclusion

### Functions and Responsibilities

The Diversity, Equity and Inclusion Department focuses on the internal and external diversity, equity and inclusion (DEI) goals of CapMetro. The department is responsible for all elements of the DEI program, including workforce diversity and Equal Employment Opportunity (EEO) compliance, disadvantaged business (DBE) and small business enterprise (SBE) programs, and Title VI of the Civil Rights Act of 1964. The department also monitors compliance with DBE and SBE requirements on contracts that include DBE or SBE goals.

### FY2024 Achievements

Customer and Community Goal

#### DEI Initiatives

We successfully executed DEI training sessions for our Senior Management Team and people managers. Furthermore, we initiated constructive dialogue with CapMetro stakeholders to advance the Title VI Plan and Language Assistance Plan (LAP) program, which included reviewing and monitoring transit services to ensure equity and compliance with the Title VI Plan. Additionally, we implemented a LAP aimed at enhancing understanding and accessibility for customers with limited English proficiency. These efforts underscore our commitment to fostering an inclusive environment and providing equitable services to all members of our community.

#### Strategic Partnerships

We successfully established and continued to nurture partnership opportunities with local organizations, enriching our collaborative network for mutual benefit. Moreover, we developed a plan to launch a small and minority business accelerator program aimed at enhancing participation in contracting opportunities and fostering economic empowerment within our community. These achievements reflect our ongoing commitment to diversity, equity, and inclusion, and our dedication to promoting a thriving and inclusive business environment.

### FY2025 Projects

Customer, Community, Organizational Effectiveness, and Workforce Goals

#### Enhancing Transit Services

Next year, we plan to focus on reviewing and monitoring transit services to ensure equity and compliance with our Title VI Plan. This initiative involves identifying areas for improvement and progress within our Language Assistance Plan to enhance understanding and accessibility for customers with limited English proficiency. Through this project, we aim to bolster our commitment to providing equitable services and fostering inclusivity within our community.

#### DEI Partnerships

We are committed to enhancing our Supplier Diversity and Title VI programs and continuing to develop our small and minority business accelerator program through the creation of a Business Development Program (BDP) in collaboration with a variety of organizations. Additionally, we aim to amplify the impact of our DEI Advisory Committee quarterly meetings by actively engaging with our community and soliciting their input on various company initiatives and strategic plans, including service changes, safety initiatives, and programs related to equal employment opportunity (EEO), Disadvantaged Business Enterprise (DBE), and Small Business Enterprise (SBE).

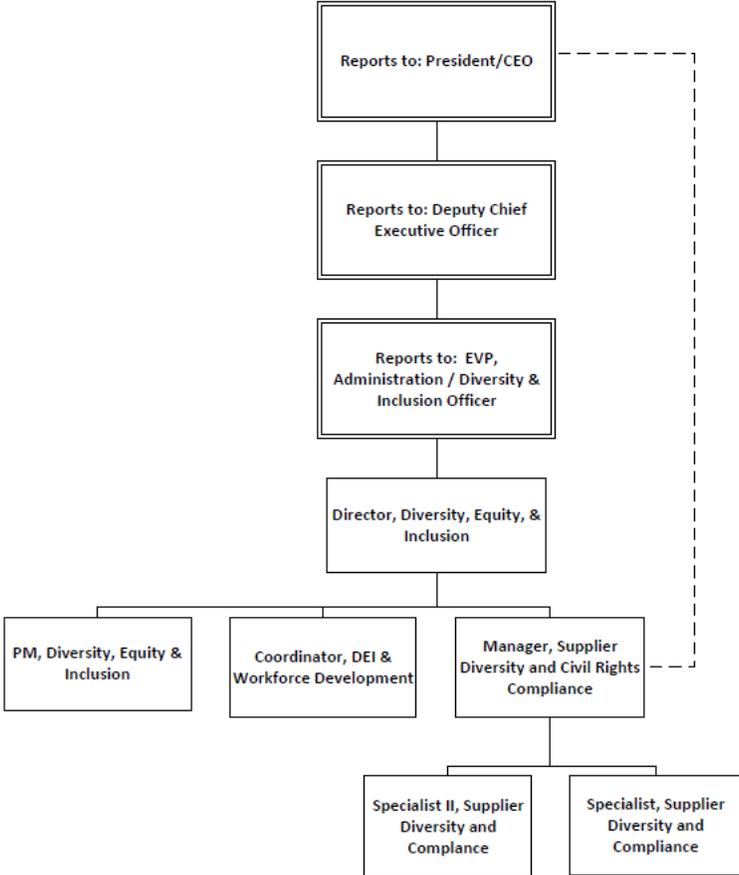
## **Implementing DEI Initiatives**

In our commitment to DEI, we are implementing a comprehensive set of initiatives aimed at measuring progress and ensuring compliance. Central to this effort is the introduction of a DEI scorecard, which will track key metrics such as workforce diversity, inclusivity climate surveys, and DBE/SBE participation rates. Regular reporting to management and the Board of Directors will uphold transparency and accountability. Additionally, we will conduct annual comprehensive compliance reviews for EEO, Title VI, and DBE programs, focusing on process improvement initiatives to ensure compliance. We are developing streamlined DEI processes and procedures aligned with Federal Transit Administration guidelines alongside recurring reporting mechanisms. Moreover, we are revising the DBE/SBE program and procedures for internal staff and external vendors while creating and reviewing a DEI manual for ongoing reports with the Legal Department. These efforts emphasize our dedication to fostering an inclusive and compliant organizational culture.

## **Fostering Inclusion through Advocacy and Training**

We strive for diversity at every level of our organization through representation and advocacy. It is vital that our team reflects the diversity of the community we serve through our Employee Resource Groups, partnership with People and Culture Department, and increase DEI focused communication and training. To foster an inclusive culture, we will continue to conduct regular DEI training and workshops for all staff members. These sessions will focus on understanding biases, cultural competence, and skills to promote inclusivity and equity in everyday interactions and decision-making processes.

# Diversity, Equity and Inclusion Organization



## Budget Changes

### Salaries and Benefits

Increase of \$17,628 due to approved performance-based increase to become effective in January 2025.

### Other Expenses

Decrease of \$30,805 driven by \$58,205 in Other Expenses related to transfer of sponsorships to Community Engagement Department and reduction in dues and subscriptions; offset by \$28,600 increase in Professional Services related to consultation fees and other services.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$417,503	\$627,028	\$627,028	\$644,656	\$17,628	2.8 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>417,503</b>	<b>627,028</b>	<b>627,028</b>	<b>644,656</b>	<b>17,628</b>	<b>2.8 %</b>
Professional Services	141,569	185,000	135,200	213,600	28,600	15.5 %
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	412	1,200	1,200	-	(1,200)	(100.0)%
Utilities	340	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	202,932	242,450	241,450	184,245	(58,205)	(24.0)%
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>345,252</b>	<b>428,650</b>	<b>377,850</b>	<b>397,845</b>	<b>(30,805)</b>	<b>(7.2)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$762,755</b>	<b>\$1,055,678</b>	<b>\$1,004,878</b>	<b>\$1,042,501</b>	<b>(\$13,177)</b>	<b>(1.2)%</b>

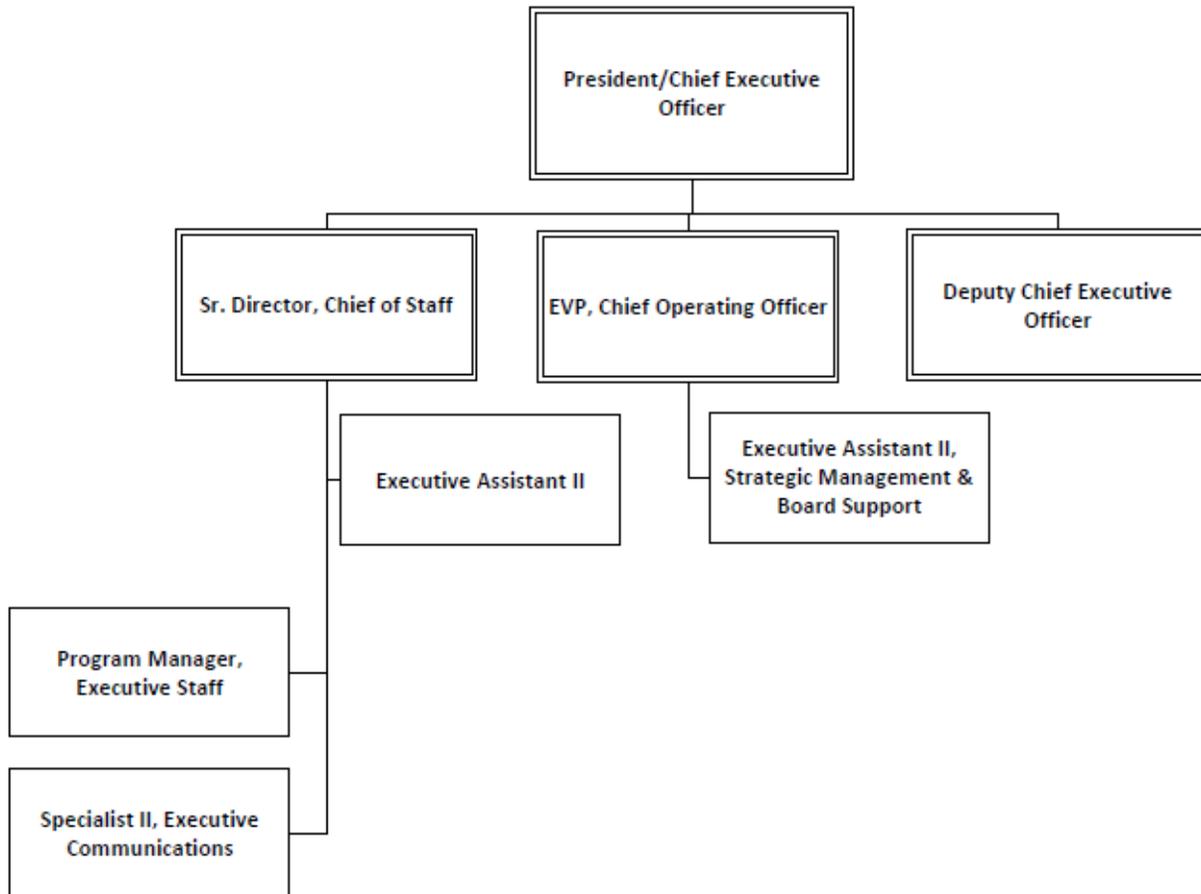
## Executive Staff

### Functions and Responsibilities

The Executive Staff Department provides leadership and direction to ensure CapMetro meets its mission, goals and objectives. This includes efforts to ensure the highest standards for the organization, and providing strategic direction and prioritization of projects, initiatives, resources and programs.

The department serves as the liaison to the Board of Directors on policy issues. Additionally, Executive Staff ensures members of the Senior Management Team have the resources they need to achieve their departmental goals.

### Executive Staff Organization



## Budget Changes

### Salaries and Benefits

Increase of \$151,346 due to 1 FTE added during FY2024 and approved performance-based pay increase to become effective in January 2025.

### Other Expenses

Decrease of \$28,000 in Other Expenses due to moving a \$20,000 dues and subscription expense to the Government Affairs Department.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$1,249,208	\$1,459,500	\$1,459,500	\$1,610,846	\$151,346	10.4 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>1,249,208</b>	<b>1,459,500</b>	<b>1,459,500</b>	<b>1,610,846</b>	<b>151,346</b>	<b>10.4 %</b>
Professional Services	629	-	-	-	-	N/A
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	7,127	2,400	1,500	2,400	-	-
Utilities	1,500	2,880	2,880	2,880	-	-
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	208,647	240,775	235,325	212,775	(28,000)	(11.6)%
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>217,902</b>	<b>246,055</b>	<b>239,705</b>	<b>218,055</b>	<b>(28,000)</b>	<b>(11.4)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,467,109</b>	<b>\$1,705,555</b>	<b>\$1,699,205</b>	<b>\$1,828,901</b>	<b>\$123,346</b>	<b>7.2 %</b>

## Facilities Maintenance

Formerly Public Facilities

### Functions and Responsibilities

The Facilities Maintenance Department is responsible for all maintenance and repairs for all CapMetro owned facilities and buildings, bus stops, Park & Rides, and Transit Centers. The primary functions include the maintenance and repairs to all building systems, repairs and maintenance of all building envelopes, repairs and maintenance of all yards/parking areas, cleaning of bus stops and Transit Centers, servicing litter containers, coordinating the installation and removal of bus stop amenities, supporting special events and performing service change support tasks, including the installation and removal of signage and other facility management support for owned non-public facilities.

### FY2024 Achievements

Customer and Community Goal

#### Operational Support and Infrastructure Enhancements

To enhance productivity and end-user efficiency, we have completed a variety of projects including launching standards of amenities for all CapMetro staff, making progress to ensure filtered water bottle fillers and ice are available in all areas for all employees. We have begun equipment replacement to support maintenance operations.

We completed several key projects to enhance productivity and optimize the end-user experience. We installed 100 new bus stop shelters and the necessary amenities, replaced 50 outdated shelters, and maintained Park & Ride amenities and signage. Additionally, we relocated CapMetro Rapid bus stations and moved water fountains at the Leander, South Congress, and Tech Ridge facilities. We also replaced HVAC units at the Cedar Park & Ride facility and completed arc flash hazard mitigation based on the findings from the FY2023 arc flash hazard analyses.

#### Sustainability and Infrastructure

This year we have defined our goals and processes to realistically set our useful lifecycles and replacement timelines and identified technology and equipment for upcoming replacements. This will not only greatly improve our infrastructure resiliency but make leaps towards improving our sustainability as well as our environmental impact.

This year, we have made notable progress in several key areas. We expanded our recycling programs to include over 30 additional public facility locations, reinforcing our commitment to sustainability. We continued the installation and removal of bus stop shelters, amenities, and signage, ensuring that our infrastructure remains up-to-date and user-friendly. Our efforts also included the ongoing rebranding, removal, and installation of shelter banners and signage, contributing to a cohesive and refreshed public image. Additionally, we maintained our support for community emergency response, demonstrating our dedication to public safety and service.

## FY2025 Projects

Customer and Organizational Effectiveness Goal

### **Operational Support**

We have right-sized our front-line staffing to handle the increased workload of larger, busier sites and support upcoming installations and start-ups.

We will support the operation of the new CapMetro Rapid Expo Center and Pleasant Valley lines, ensuring their smooth launch and continued functionality.

### **Enhancing Transit Infrastructure and Operations**

Our goal is to identify and program equipment upgrades and replacements based on the state of good repair (SOGR) list. To ensure reduced equipment failures, renewed efforts to track maintenance and respond are being planned. We will work closely with our partners at Keolis to ensure better communication and response to incidents and general maintenance.

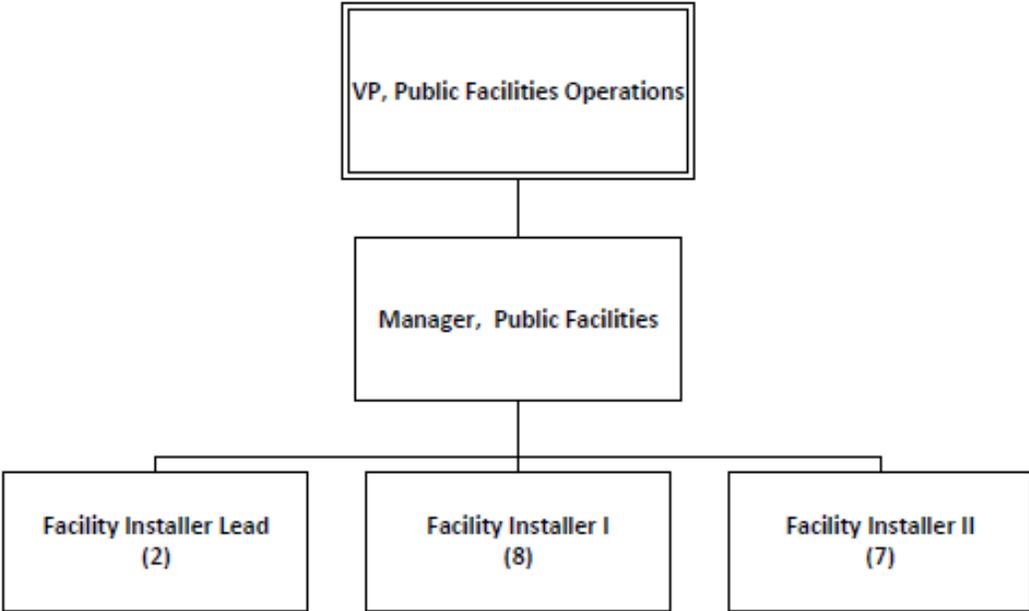
Our goals for next year include standardizing existing bus stop configurations to better utilize equipment and coordinate work schedules. To minimize productivity issues and optimize the end-user experience, we plan to install 50 new bus stop shelters and the necessary amenities, replace 50 existing shelters, maintain Park & Ride amenities and signage, and relocate CapMetro Rapid bus stations as needed. Additionally, we aim to identify future capital needs through comprehensive assessments and future service plan analyses. We will also initiate a contract to maintain Transit Centers, ensuring they remain in compliance with standards and guidelines.

### **Enhancing Maintenance and Operational Efficiency**

We have set up a maintenance contract for the service, support and maintenance of our electric bus chargers including research and testing of brand-agnostic chargers to support our battery electric fleet going forward.

Our goals for next year include a comprehensive review and update of the current SOGR to consolidate and identify retired assets. We aim to coordinate closely with the Facility Programming and Management department to improve the processing and tracking of work orders for better KPI documentation. Additionally, we plan to establish a standard for vehicle work performance and coordinate with the Vehicle Maintenance team to ensure consistent and high-quality service.

**Facilities Maintenance Organization**



## Budget Changes

### Salaries and Benefits

Decrease of \$258,790 from transferring 5 FTEs to the Facilities Programming and Management Department, and 1 FTE transferred from the Power Systems department for activity alignment and approved performance-based pay increase to become effective in January 2025.

### Other Expenses

Decrease of \$4,965,190 from transferring Professional Services, Repair and Maintenance, and Utilities expenses in support of custodial and landscaping services to the Facilities Programming and Management Department for improved activity alignment.

	FY2023 ACTUAL	FY2024 BUDGET	FY2024 FORECAST	FY2025 BUDGET	Var \$ FY2025 vs. FY2024	Var % FY2025 vs. FY2024
Salaries and Benefits	\$1,644,397	\$1,791,068	\$1,791,068	\$1,532,278	(\$258,790)	(14.4)%
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>1,644,397</b>	<b>1,791,068</b>	<b>1,791,068</b>	<b>1,532,278</b>	<b>(258,790)</b>	<b>(14.4)%</b>
Professional Services	2,319,612	2,507,544	-	6,550	(2,500,994)	(99.7)%
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	279,106	270,620	270,550	230,791	(39,829)	(14.7)%
Utilities	2,050,495	2,443,835	2,291,519	-	(2,443,835)	(100.0)%
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	595	10,100	7,368	29,568	19,468	192.8%
Lease/Rentals	621	-	621	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>4,650,429</b>	<b>5,232,099</b>	<b>2,570,058</b>	<b>266,909</b>	<b>(4,965,190)</b>	<b>(94.9)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$6,294,826</b>	<b>\$7,023,167</b>	<b>\$4,361,126</b>	<b>\$1,799,187</b>	<b>(\$5,223,980)</b>	<b>(74.4)%</b>

# Facility Design and Construction

## Functions and Responsibilities

Facility Design and Construction is one of two new departments that split from the Capital Design and Construction Department. It is responsible for program/project management of capital projects related to new CapMetro facilities, remodels, and improvements of existing facilities. Facilities include administration buildings, operations facilities, vehicle service and maintenance buildings, and warehouses. Activities include environmental clearance, design, construction, FTA coordination, and management of scope, schedule, budget, risks, etc.

### **FY2024 Achievements**

Organizational Effectiveness Goals

#### **New North Base Demand Response Facility**

The New North Base Demand Response Facility has achieved several significant milestones. The 30%, 60%, and 90% design packages have been completed, along with the Title VI equity analysis. Clearance from the FTA for the National Environmental Protection Act (NEPA) requirements has been obtained. Community engagement efforts have been conducted, including virtual open house events. The permitting process has been initiated with the City of Austin and Travis County. The project has involved coordination with Austin Energy, Austin Water, Travis County, and the City of Pflugerville.

#### **New Headquarters at 3100 E. 5th Street**

The new headquarters at 3100 E. 5th Street has reached significant milestones, including the completion of the 15%, 50%, 75%, 90%, and 100% design packages. The permitting process has been initiated with the City of Austin, and the bidding process has begun.

#### **Redline Rail Facility – New Storage Area & Improvements**

The Redline Rail Facility's new storage area and improvements have progressed significantly, having completed the 15%, 60%, 90%, and 100% design packages. The project has also commenced the permitting process with the City of Austin and initiated the bidding phase.

#### **New South Base Demand Response Facility**

The New South Base Demand Response Facility has achieved key milestones in its development. These include completing the Title VI equity analysis and conducting community engagement efforts, including virtual open house events to involve the community in the project's planning and development process.

### **FY2025 Projects**

Organizational Effectiveness Goals

#### **New North Base Demand Response Facility**

Permits will be obtained from the City of Austin and Travis County to facilitate the construction process. Additionally, we anticipate the board award for the construction contract, marking a significant step forward in the project's progression. Following this, construction is scheduled to commence, signaling the beginning of the realization of this essential facility.

### **New Headquarters at 3100 E. 5th Street**

Permits will be obtained from the City of Austin to facilitate the construction process. Additionally, we anticipate the board award for the construction contract, marking a significant step forward in the project's progression. Following this, construction is scheduled to commence, with a target of completing phase 1 within FY2025.

### **Redline Rail Facility – New Storage Area & Improvements**

Permits will be obtained from the City of Austin to facilitate the construction process. Additionally, we anticipate the board award for the construction contract, marking a significant step forward in the project's progression. Following this, construction is scheduled to commence, with the goal of completing the project within FY2025.

### **New South Base Demand Response Facility**

We plan to obtain clearance from the FTA for the National Environmental Protection Act (NEPA) requirements, an essential step in ensuring compliance with environmental regulations. Additionally, surveying and geotechnical analysis will be conducted to gather crucial data for the project. Furthermore, preliminary engineering and design work will be carried out to lay the foundation for the facility's development.

### **New CapMetro Bikeshare Operations and Maintenance Facility**

Conduct engineering and design work to ensure the facility meets operational requirements effectively. Additionally, we will initiate the permitting process with the City of Austin to obtain the necessary approvals for construction. These steps will lay the groundwork for the successful development of the Bikeshare facility.

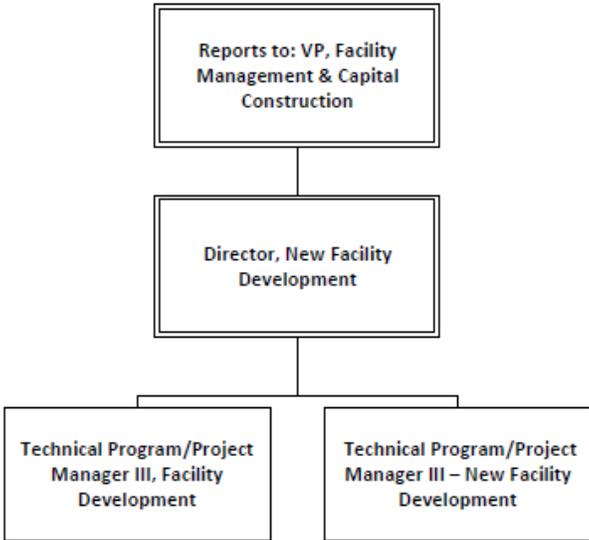
### **New Transit Store**

Complete the construction and facilitate the move-in process for the new Transit Store at 1705 Guadalupe Street. This project aims to create a functional and accessible space to effectively serve the community's transit needs. Completing construction and ensuring a smooth transition to the new facility will be one of our top priorities.

### **New Demand Response Eligibility Center**

Conduct engineering and design work for the New Demand Response Eligibility Center. This project aims to create an efficient and accessible facility to manage demand response services effectively. Conducting comprehensive engineering and design processes will lay the foundation for the successful development of the eligibility center, ensuring it meets the needs of our community.

## Facility Design and Construction Organization



## Budget Changes

### Salaries and Benefits

The budget includes \$501,520 for staff transferred from the activity realignment split of the Capital Design and Construction Department and approved performance-based pay increase to become effective in January 2025.

### Other Expenses

The budget includes expenses for project design and travel expenses associated with seminars and conferences.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$ -	\$ -	\$ -	\$501,520	\$501,520	N/A
<b>TOTAL SALARIES &amp; BENEFITS</b>	-	-	-	<b>501,520</b>	<b>501,520</b>	<b>N/A</b>
Professional Services	-	-	-	18,600	18,600	N/A
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	-	-	-	1,896	1,896	N/A
Utilities	-	-	-	3,600	3,600	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	-	-	-	13,352	13,352	N/A
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	-	-	-	<b>37,448</b>	<b>37,448</b>	<b>N/A</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$538,968</b>	<b>\$538,968</b>	<b>N/A</b>

## Facility Programming and Management

Formerly Property and Asset Management

### Functions and Responsibilities

The Facility Programming and Management Department's responsibilities include facility planning, the management of properties and assets, building and facility maintenance for leased properties, and management of utility and asset usage.

### FY2024 Achievements

Community and Workforce Goals

#### Plaza Saltillo Enhancements

A notable achievement was the completion of Plaza Saltillo enhancements, gearing up to support public events at this site beginning in May 2024.

#### CapMetro Headquarters Expansion

This year marked significant milestones for CapMetro, highlighted by the completion of the space plan for our new headquarters at 3100 East 5th Street. Concurrently, we continue to provide support for a current tenant in this building, fostering collaborative relationships within our community.

#### Establish New CapMetro Transit Police Station

We successfully completed the lease, design, permitting, bidding, and renovation processes for a new facility dedicated to supporting CapMetro's transit police and public safety workforce. This facility is essential for accommodating police officers, public safety ambassadors, and community intervention specialists. A key performance indicator (KPI) was set to occupy the police station before the April 17, 2024 target deadline. Through diligent efforts, we met our target by completing the build-out of 8200 Cameron Road, Building A, Suite 186, and obtaining the necessary permit to ensure the occupancy of the new police station by the deadline.

#### Renovate Levels 2 & 3 at the 2910 East 5th Street Administrative Building

We successfully completed the renovation of Levels 2 and 3 at 2910 East 5th Street, enabling the relocation of staff from the leased space at 507 Calles before the lease expiration on April 30, 2024. A KPI was set to occupy Levels 2 and 3 of 2910 East 5th Street by the targeted deadline of March 21, 2024. This has enabled CapMetro to reduce its rental property expenses and start housing employees and services in CapMetro-owned facilities.

### FY2025 Projects

Organizational Effectiveness Goals

#### Mobilize CapMetro staff in New CapMetro Headquarters

Upon completion of construction on floors 1, 2, and 3 of the new 3100 East 5th Street CapMetro headquarters, staff will be mobilized into the newly constructed workspaces. This includes boardroom functions and services such as the copy center that supports the agency across all locations. Additionally, this will end the lease of space at 700 Lavaca and continue the planned relocation of staff and services into CapMetro-owned facilities.

#### Complete Build-out to Accommodate Paratransit Eligibility

Complete renovation of a designated space and renewal or replacement of its infrastructure to facilitate the relocation of Paratransit Eligibility to 624 North Pleasant Valley. This move is necessitated by the impending termination of their existing lease at 209 West 9th Street by the landlord. The objective is to ensure the relocation is fully completed in the calendar year (CY) 2025.

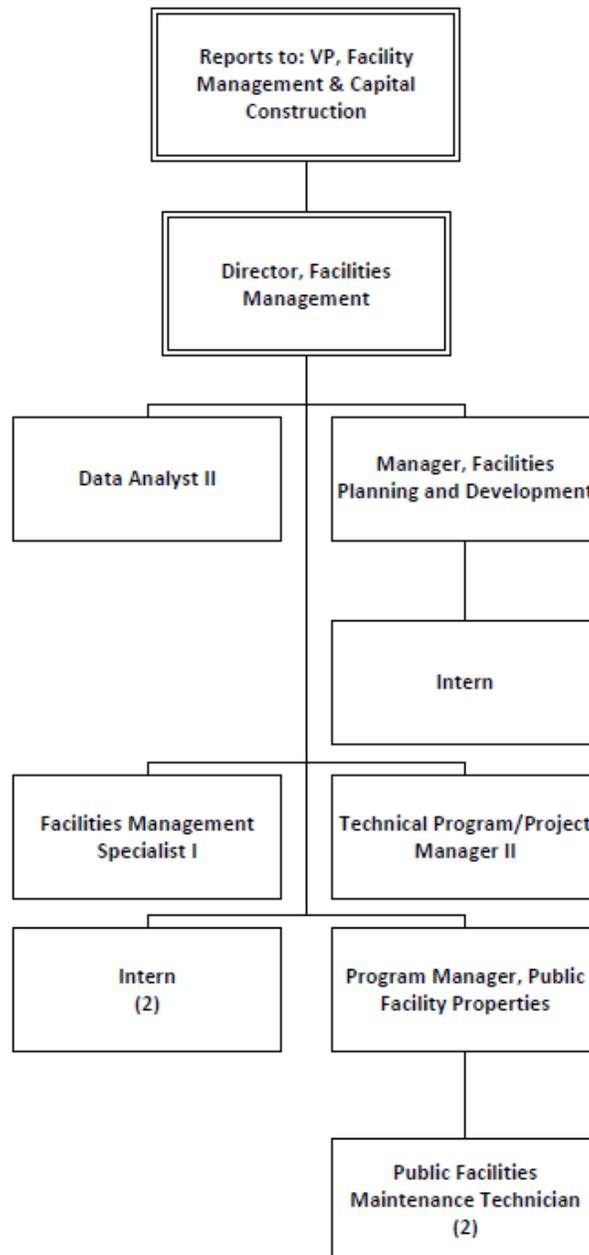
### Complete Build-out to accommodate the Transit Store

Complete the renovation of a designated space to facilitate the relocation of the Transit Store to 1705 Guadalupe. This relocation is necessitated by the impending termination of their existing lease at 209 West 9th Street by the landlord. The objective is to ensure the renovation and relocation are fully completed in CY2024.

### Paratransit and Bikeshare Program Initiatives

In FY2025, we will be converting our recently purchased property at 5315 Ben White into a storage facility to support our Paratransit and Bikeshare program efforts.

## Facility Programming and Management Organization



## Budget Changes

### Salaries and Benefits

Increase of \$143,928 due to 3 FTE transfers in FY2024 from the Facilities Maintenance Department, restructuring for activity realignment increased FTEs by 1, and the approved performance-based pay increase to become effective in January 2025.

### Other Expenses

Decrease of \$53,317 driven by \$2,793,421 activity realignment in Professional Services transferred to the Bus Operations and Maintenance Department, offset by an increase of \$2,710,707 in Utilities from activity realignment from the Facilities Maintenance Department.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$1,027,517	\$848,249	\$848,249	\$992,177	\$143,928	17.0 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>1,027,517</b>	<b>848,249</b>	<b>848,249</b>	<b>992,177</b>	<b>143,928</b>	<b>17.0 %</b>
Professional Services	4,906,182	7,199,163	2,370,404	4,405,742	(2,793,421)	(38.8)%
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	624,370	211,200	154,300	249,792	38,592	18.3 %
Utilities	-	-	-	2,710,707	2,710,707	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	(109,529)	16,140	12,674	6,945	(9,195)	(57.0)%
Lease/Rentals	2,744	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>5,423,768</b>	<b>7,426,503</b>	<b>2,537,378</b>	<b>7,373,186</b>	<b>(53,317)</b>	<b>(0.7)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$6,451,285</b>	<b>\$8,274,752</b>	<b>\$3,385,627</b>	<b>\$8,365,363</b>	<b>\$90,611</b>	<b>1.1 %</b>

## Finance

### Functions and Responsibilities

The Finance Department is responsible for monitoring CapMetro's financial performance, recommending effective allocation of resources, ensuring accurate and timely accounting and financial reporting, processing timely payment of goods and services procured, developing and monitoring annual operating and capital budgets, administering federal and state grant programs, safeguarding assets, and facilitating strategic financial planning, insurance, and risk management. Additionally, the Finance Department oversees the distribution of passes, unhoused and discounted fare programs, collection and growth of revenue, and operation of the Transit Store.

### FY2024 Achievements

Organizational Effectiveness and Customer Goals

#### Enhancing Payment Efficiency

Improved the agency's online customer payment portal to expedite the payment process for real estate and right-of-way customers. The payment portal is now integrated with the financial Enterprise Resource Planning system to automate accounts receivable invoice processing.

#### Financial Reporting

Received the Certificate of Achievement for Excellence in Financial Reporting for the FY2022 Annual Comprehensive Financial Report (ACFR). The Certificate of Achievement is awarded by the Government Finance Officers Association of the United States and Canada (GFOA) and is the highest form of recognition for excellence in state and local government financial reporting. To be awarded a Certificate of Achievement, the agency must publish an easily readable and efficiently organized annual comprehensive financial report. This report must satisfy both generally accepted accounting principles and applicable legal requirements.

#### Audit Excellence

Received an unmodified audit opinion on the FY2023 financial statements indicating that the statements fairly present the agency's financial position with no internal control deficiencies or single audit findings noted. The Finance team received recognition from Chair Harriss at the June's Finance, Audit and Administration committee on the successful FY2023 audit with no major findings despite FY2023 being our first full year in the new Enterprise Resource Planning system (Oracle Fusion). Despite several testing phases conducted by the Finance team during pre-Oracle phase, the team still faced unknown situations post Oracle implementation. It is commendable the team was able to get together to troubleshoot and resolve most of these issues without having any significant business interruptions. Additionally, preparation of the statements involved implementation of LeaseQuery software to comply with new government accounting pronouncements related to leases and Subscription Based Information Technology Agreements (SBITA).

#### Optimizing Financial Security

Enhanced cash management and cash handling processes by leveraging available bank services and establishing new vendor partnerships. These enhancements have reduced the risk of financial loss, strengthened the agency's controls over safeguarding assets, and maximized return on investments.

#### Streamlining Operations

Improved business processes by consolidating and replacing legacy systems to maximize use of Oracle Fusion financial modules. Developed training and written procedures to reflect these new processes, such as purchasing card procedures. The Finance team created data analytics on p-card usage and improved efficiencies for both p-card users and management. The team completely transitioned from paper to electronic files for p-card submissions, reviews, and approvals. There were several automations that

occurred making the user experience more user friendly and provided more accountability and visibility that helps with the audit. Also, developed training and written procedures to reflect these new processes, such as purchasing card procedures. The overall p-card spendings significantly decreased since the launch of the p-card business processes in Oracle.

The Finance team has been consistently making efforts to reduce both incoming and outgoing checks to improve security controls and reduce administrative upkeep. The team worked on process improvement to eliminate Bright Horizons childcare center tuition checks.

Oracle transition allowed the Finance team to automate several business processes including automating inventory management for fuel, parts, and fare media along with fare revenue reporting. This has eliminated many manual processes that took place previously. The team is now more focused on data analytics thereby adding more value to the Agency.

Treasury operations were outsourced to a third-party vendor to overcome challenges related to missed deliverables, staffing issues, general inefficiencies, and control issues. While we are still in the transitional period, we can already see some improvements that have occurred in the overall process. This accomplishment not only serves to streamline our processes, but also reduces the risk to staff members. The Finance team set up an automatic end-of-day investment sweep, so we earn interest on excess cash balances at the end of each business day. This measure helped us take advantage of the higher short-term interest rates.

### **Efficiency and Accuracy**

Implemented new applications that integrate with Oracle Fusion, including Blackline software for account reconciliation and Oracle Enterprise Performance Management (EPM) for financial consolidation and reporting. These new applications replace manual processes and increase both the quality and efficiency of recurring accounting responsibilities. This change allows direct feed of data from Oracle into narrative reporting tools, reducing redundancies, duplication of efforts and increased efficiencies.

### **Resolving Backlog**

Cleared backlog of reconciliations for Project Connect transactions to facilitate timely billing and accurate accounting records.

### **New Leadership**

Onboarded a new director of Revenue and Fares to drive fare structure revisions, revenue collections, and provide a future vision for fares.

### **Increased Adoption of AMP Cards**

CapMetro launched the physical AMP card for use as payment on August 1, 2023, which was used by a total of 522 individuals in the last two months of FY2023 (August and September). Through May FY2024, the usage has almost quadrupled for a total of 2075 unique individuals. The usage of the digital AMP card almost quadrupled as well over the same period of time.

### **Implemented the Unhoused Fare Pass Program**

In a joint effort to implement the unhoused fare program the teams worked with agencies and interdepartmental groups to develop and implement a program to distribute passes to agencies that qualify. The requirements for the unhoused fare program included the use of the federal Homeless Management Information System (HMIS). In the first year since inception, the teams distributed 44,000 passes to agencies who serve the unhoused populations and those agencies in turn have issued 23,075 to individuals.

### **Bikeshare Implementation Collaboration**

Working with the Bikeshare operations teams to establish an introductory rate fare with the new Bikeshare system. Finance also worked to ensure that integration into Oracle systems is possible and that all relevant Inter-Local Agreements (ILAs) are agreed upon. Additionally, implementation of a convenient payment backend for use with the new mobile app.

## **Hire a Discount Fares Program Coordinator**

As this person onboarded in late 2024, they will act as a liaison between CapMetro and agencies who offer unhoused services, assist those in need or participate in the Discount Pass Program. This will be crucial to ensure the program has lowered risk, sustainability, and provide training to the agencies to get the support they need while ensuring adherence policies and procedures.

## **FY2025 Projects**

Organizational Effectiveness, Fares and Customer Goals

### **Multi-year Fares Vision**

In FY2025 the Finance team intends to deliver a 3-to-5-year plan to simplify the fare structure, integrate new technology, upgrade existing hardware, compact media offerings, and potential fare increases.

### **Increase Bikeshare Fares**

After transitioning to the new Bikeshare app and electric bikes offering an introductory rate, implementation of a fare increase for those bikes should occur. This will include customer feedback and outreach.

### **Achieving Unmodified Audit Opinions**

Receive unmodified audit opinions on the FY2024 financial statements and the agency's first System and Organization Controls (SOC) audit of Oracle Fusion.

### **Enhanced Financial Reporting**

Produce annual and monthly financial statements using Oracle Enterprise Performance Management (EPM), eliminating reliance on the assistance of external auditors, and allowing leadership to view financial position more frequently during the year.

### **Enhanced Control and Efficiency**

Strengthen internal controls within Oracle Fusion to improve application security and process efficiency. This will include (1) modification of user roles to ensure staff can efficiently execute their job duties and reduce fraud risks and (2) changes to the processes for vendor management and vendor payments.

### **Empowering Proficiency**

Provide robust training and resources for staff to increase proficiency in Oracle Fusion and ensure the agency is leveraging all valuable system capabilities.

### **Reducing Media Fare Types**

The Finance team will seek to reduce media fare types by one or more. Currently there are five types of media offered. Scaling down will increase efficiency, decrease public confusion, and streamline the use of fare-capping.

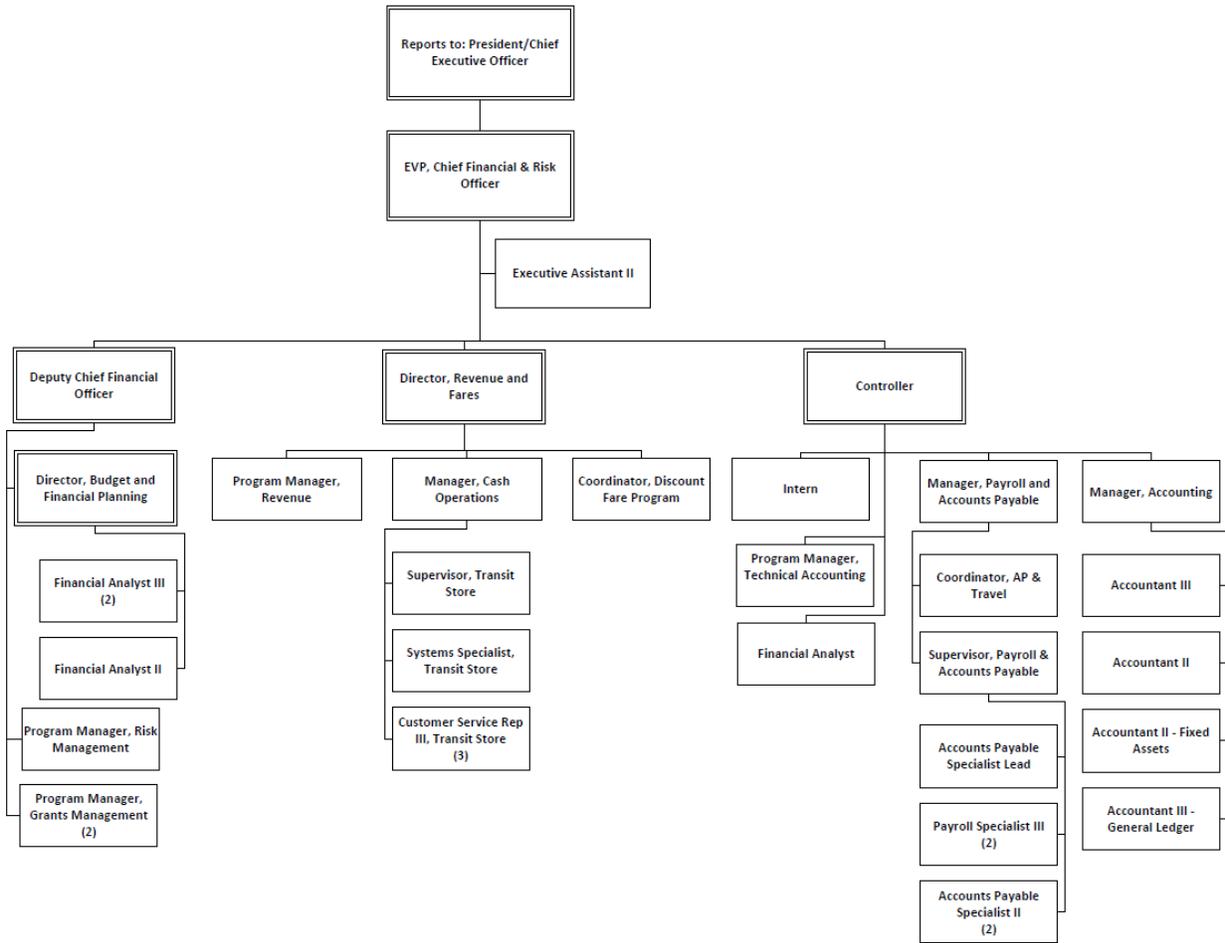
### **Optimize Processes and Procedure surrounding Discounted Passes**

Provide essential support to support agencies who participate in discounted fare programs, unhoused fare programs, and other discount programs. We will offer training, promote adherence to established guidelines, and streamline processes. Building upon the procedures developed in FY2024 to gain efficiency and seek opportunities to reduce friction for agencies through training, auditing and outreach.

### **Increased Adoption of AMP Cards**

In FY2025 we will look for a continued increase in the adoption rate of AMP. This will be measured by the unique digital or physical card users with an estimated increase of 20% year over year.

## Finance Organization



## Budget Changes

### Salaries and Benefits

Decrease of \$24,204 primarily due to job reclassifications and transfer of one FTE to Information Technology; offset by one FTE addition and approved performance-based increase to become effective in January 2025.

### Other Expenses

Increase of \$1,495,575 driven by \$1,307,000 in Insurance for premiums and anticipated rail liability claim payments, \$76,025 in Other Expenses related to bank charges, \$65,600 in Materials and Supplies related to passes and tickets and \$46,950 in Professional Services mainly from courier and delivery services due to outsourcing of treasury operations.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$3,520,257	\$4,422,534	\$4,429,534	\$4,398,330	(\$24,204)	(0.5)%
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>3,520,257</b>	<b>4,422,534</b>	<b>4,429,534</b>	<b>4,398,330</b>	<b>(24,204)</b>	<b>(0.5)%</b>
Professional Services	1,273,173	1,474,180	1,473,672	1,521,130	46,950	3.2 %
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	105,262	294,400	350,000	360,000	65,600	22.3 %
Utilities	4,040	3,000	3,000	3,000	-	-
Insurance	646,829	646,900	1,921,900	1,953,900	1,307,000	202.0 %
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	647,482	7,216,485	5,312,728	7,292,510	76,025	1.1 %
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	(33,285)	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>2,643,502</b>	<b>9,634,965</b>	<b>9,061,300</b>	<b>11,130,540</b>	<b>1,495,575</b>	<b>15.5 %</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$6,163,759</b>	<b>\$14,057,499</b>	<b>\$13,490,834</b>	<b>\$15,528,870</b>	<b>\$1,471,371</b>	<b>10.5 %</b>

## Government Affairs

### Functions and Responsibilities

The Government Affairs Department focuses attention on developing, strengthening, and maintaining relationships on behalf of CapMetro with local, state, regional and federal elected and appointed officials, and community leaders throughout Central Texas. Government Affairs provides research, strategic advice, and acts as an internal and external partnership and relationship broker to the agency by tactically implementing initiatives related to legislative policies, priorities, and activities in support of CapMetro's role as a regional transportation provider.

### FY2024 Achievements

Community Goal

#### **Strengthening Regional Transit Support and Collaboration**

In FY2024, Government Affairs demonstrated significant achievements in reinforcing the agency's trust, presence, and reputation development. Locally and regionally, we strengthened relationships with member cities through regular engagement, including presentations at City Council meetings and collaboration with city staff to advance economic development projects leveraging Build Central Texas and Transit Supportive Infrastructure Funds. We supported land use regulation changes to promote transit-supportive development and modal shifts and established quarterly meetings of mayors from CapMetro member cities to ensure regional coordination. We facilitated special event service coordination to enhance CapMetro's visibility and community engagement. At the state level, we worked with partners during the 88th Texas Legislature to expand transit options and protect existing authority for Metropolitan Transit Authorities. Federally, we supported successful grant submissions to advance transit planning and development. Overall, we built stronger community relationships through collaboration with professional and civic organizations, enhanced intergovernmental peer agency partnerships, and streamlined external communications. These efforts also facilitated successful delivery of CapMetro's initiatives, such as the Project Connect Program, while improving internal communication through strategic reports and involving elected officials in key CapMetro events and milestones.

### FY2025 Projects

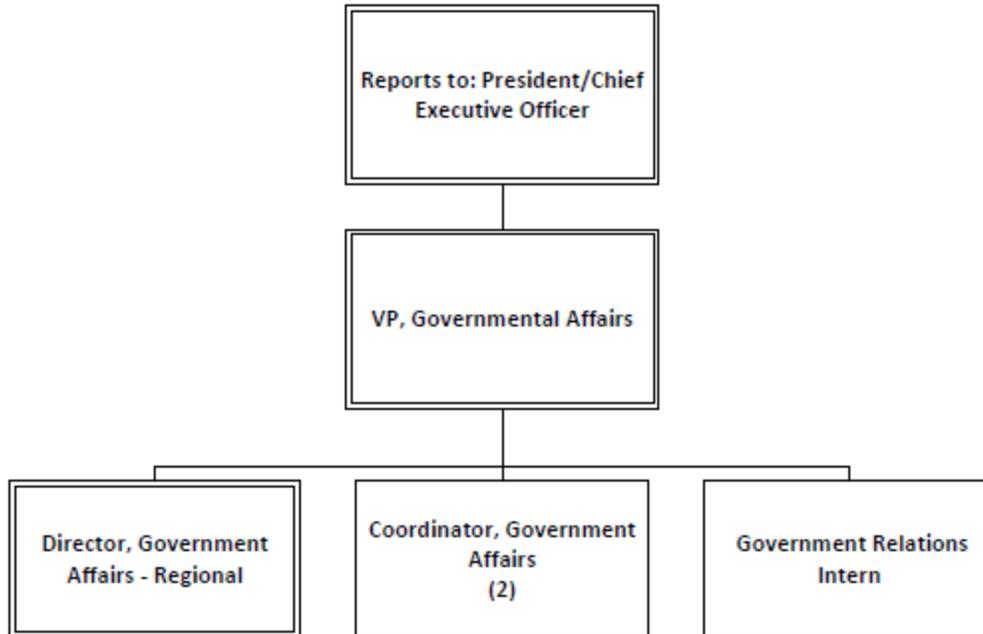
Community Goal

#### **Fostering Regional Coordination and Advocacy**

In FY2025, Government Affairs will build upon the achievements of FY2024 with a strategic focus on several key initiatives. Locally and regionally, we will continue hosting quarterly meetings of mayors from CapMetro member cities to foster regional coordination. We will also maintain a proactive presence by regularly presenting and appearing before city councils and governing bodies to provide updates on CapMetro activities. Additionally, we plan to coordinate CapMetro-specific orientations and briefings for newly appointed peer agency executives and elected officials following the 2024 general election. Engaging with the broader regional community outside member cities, we aim to support regional growth opportunities and enhance access to the transit system and regional transportation network. At the state level, we will prepare for the 89th Regular Session of the Texas Legislature by emphasizing the economic impact of public transportation and collaborating with statewide partners. This includes quarterly briefings with the state delegation and other key stakeholders to update them on CapMetro's progress and initiatives. We will also conduct bi-annual briefings with statewide agency leadership to further communicate our activities and achievements.

Federally, we will prepare for the 119th Congress by advocating for continued federal funding and participation in public transportation, including supporting the next surface transportation reauthorization bill and collaborating with statewide and national partners. Overall, our focus will be on strategic engagements to amplify CapMetro's initiatives and support the agency in identifying, pursuing, and securing grants for future transit expansion and infrastructure development.

## Government Affairs Organization



## Budget Changes

### Salaries and Benefits

Decrease of \$133,290 from eliminating 1 vacant position, and approved performance-based pay increase to become effective in January 2025.

### Other Expenses

Decrease of \$27,753 primarily due to a \$20,004 reduction in Professional Services for contractual Consultation Fees for state and federal legislative contracts.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$430,906	\$751,100	\$751,100	\$617,810	(\$133,290)	(17.7)%
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>430,906</b>	<b>751,100</b>	<b>751,100</b>	<b>617,810</b>	<b>(133,290)</b>	<b>(17.7)%</b>
Professional Services	380,976	450,000	450,000	429,996	(20,004)	(4.4)%
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	783	2,400	2,000	2,000	(400)	(16.7)%
Utilities	1,040	2,400	1,920	1,920	(480)	(20.0)%
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	100,860	139,277	139,277	132,408	(6,869)	(4.9)%
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>483,658</b>	<b>594,077</b>	<b>593,197</b>	<b>566,324</b>	<b>(27,753)</b>	<b>(4.7)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$914,564</b>	<b>\$1,345,177</b>	<b>\$1,344,297</b>	<b>\$1,184,134</b>	<b>(\$161,043)</b>	<b>(12.0)%</b>

## Information Technology

### Functions and Responsibilities

The Information Technology (IT) Department establishes the technology vision and ensures innovative systems are delivered, maintained and aligned with the overall CapMetro strategic plan, which focuses on the customer journey and data-driven operations. It is the goal of IT to deliver exceptional customer service and innovative technology solutions through strategic planning, procurement, and implementation of technology systems. IT ensures business continuity and system resiliency through highly available, fault tolerant and secure CapMetro systems while providing 24/7 support for its enterprise infrastructure and transit technology systems.

### FY2024 Achievements

Organizational Effectiveness Goals

#### Fare Strategy and Digital System

Modernized fare strategy for an equitable and modern fare system with a streamlined architecture that allows for realized efficiencies and ensures accessibility for our riders. AMP Card, Fare and Equity App were rolled out resulting in better digital customer tools and fares that support our account-based ticketing system. Parts of the system are supported in-house resulting in less reliance on vendors and faster service to customers. The transit pass was introduced to the unhoused community resulting in a very successful user adoption and ability to serve those most vulnerable.

#### Digital Transformation

Transform CapMetro's use of technology into an influential catalyst, driving process improvement, efficiencies and enhancing reliability across the organization. The effort was focused on delivering responsible technology services and sustainability on our mission while being fiscally responsible.

CapMetro completed a thorough assessment from an IT capabilities standpoint, identifying the high-performing capabilities of an IT department and the maturity level. CapMetro also identified projects within a roadmap or strategic plan for the digital transformation and created a comprehensive strategy to map existing solutions and assess compatibility with the digital transformation objectives. The team has established the process and uses the mapping strategy for current software integration. The team documented CapMetro's existing software solution and conceptual model. CapMetro uses the model for software procurement process for traditional request for proposals, task orders and purchase orders with existing contracts ensuring standardization, cost efficiencies and economies of scale. CapMetro has seen cost savings from reduced duplication of projects this year of approximately \$800,000 in savings.

Implemented new dispatch and eligibility system technology resulting in increased user satisfaction while automating the paratransit mobility process. President and CEO Dottie Watkins was quoted in Mass Transit as saying:

*"In our ongoing commitment to our customers, it's important that we leverage innovative technologies to move people, especially our paratransit riders, safely and conveniently. There have been long-standing challenges in delivering paratransit service that has created a divide between available services and the contemporary needs of our riders. With this collaboration, we're bridging that gap and reaffirming our dedication to accessibility."*

## **Service Delivery, Infrastructure and Data Platform Modernization**

CapMetro has embraced ServiceNow as a comprehensive platform for IT service management, enabling seamless automation, streamlining workflows, and enhancement of service delivery across the organization. The strategic redeployment of ServiceNow has revolutionized how CapMetro manages its IT infrastructure, enabling proactive incident management, efficient problem resolution, and timely service request fulfillment. Moreover, the integration of Information Technology Infrastructure Library (ITIL) best practices into CapMetro's service delivery framework has further optimized operational processes and enhanced service quality. The team successfully delivered these infrastructure-related projects:

- McKalla Rail Station
- Police Department Site (8200 Cameron Road)
- Keolis Technology
- Upgrade redundant internet connectivity (1Gig to 5Gig)
  - Upgrade Agency wireless LAN
  - Cloud services buildout
  - Implement redundant ATT Cellular network providing FirstNet ability (priority service)

CapMetro established best practices, network, and data center modernization with a cloud-first approach. CapMetro overhauled our cybersecurity program with a focused effort on data and network security while evolving from a reactive posture to a proactive one, avoiding millions of dollars in potential costs associated with data loss and cybersecurity incidents. We have addressed all cybersecurity recommendations presented in the BCG Assessment. Our cybersecurity posture has matured through the implementation of cyber tools, policy and process updates. Weekly security/architecture meetings are scheduled to review new projects, applications or services that are being introduced to the CapMetro infrastructure. We have acquired a Rapid Response Retainer which provides forensics and impact assessments should an incident occur. Partnership with CISA has been in effect, which includes annual security reviews, penetration testing and web monitoring. Partnerships with TSA, HSIN, TX-ISAAC, TX DIR and the Transportation Security Consortium have been established to be informed of the overall cybersecurity landscape, threats, policy changes or alerts.

Major progress has been made to mature CapMetro IT capabilities including implementing best practices for architecture, security review and change management, creating a service strategy with service level agreements and instituting major infrastructure and operational improvements for modernizing the network and server environment with a cloud-first strategy. CapMetro has increased its cyber security maturity level, maturing in all categories of Cyber Risk Management. CapMetro modernized its data platform allowing for the new architecture to support real or near-real time dashboards and data-driven information.

The Enterprise Data Analytics Platform (EDAP) was adopted as part of the digital transformation initiative in CapMetro and a strategic initiative to improve data-driven decision-making and public transparency. The project centralizes and makes data accessible across the agency, enabling timely and better-informed decisions. It also uses modern data analytics methodologies, tools, and visualizations to strengthen data transparency with the public. The new system won the Best of Texas Award in 2023 from GovTech.

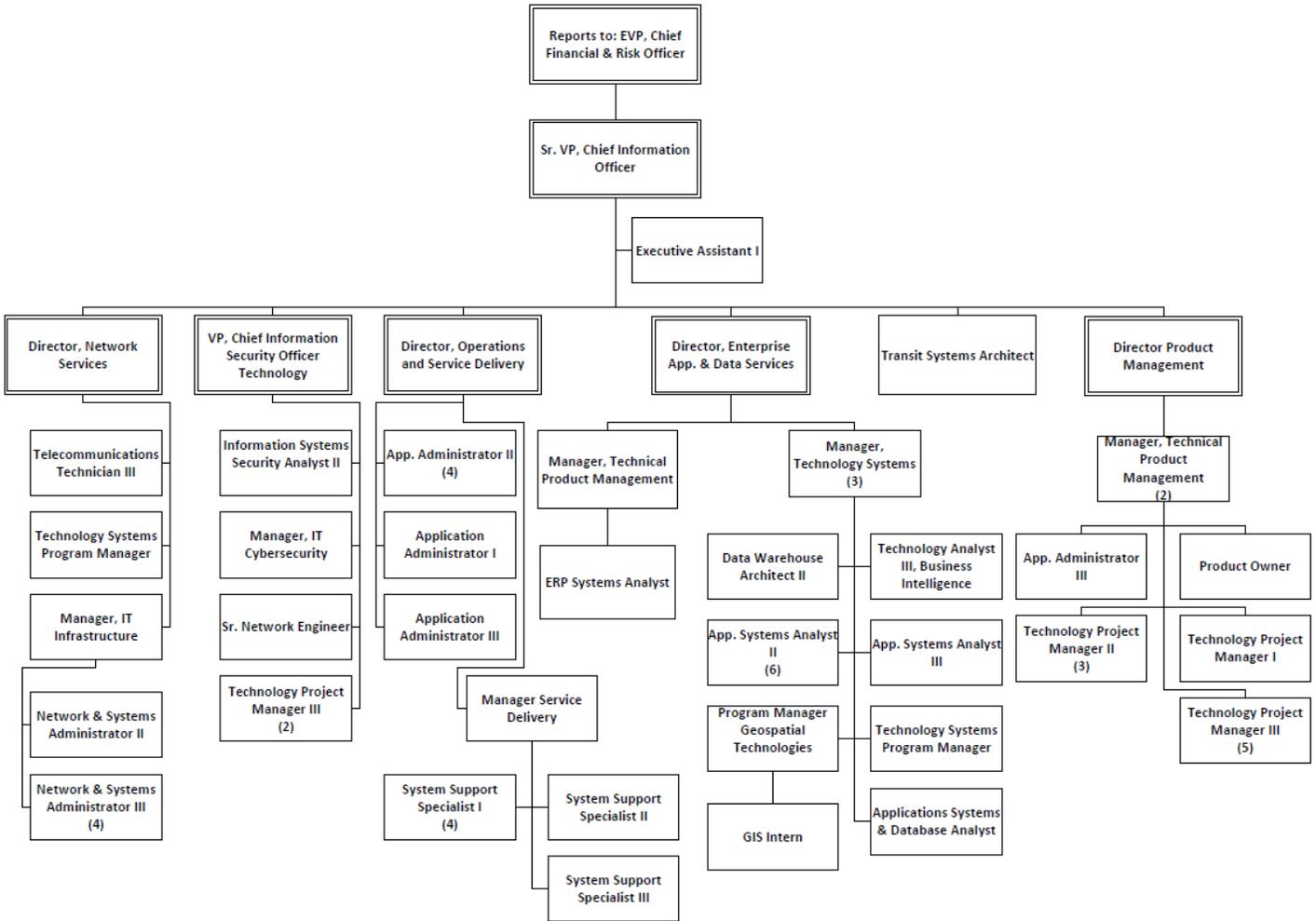
## FY2025 Projects

### Organizational Effectiveness Goal

#### **Enhancing Operations and Services**

We are undertaking several key initiatives to enhance our operations and services. Modernizing the Bus Fixed-Route Computer Aided Dispatch and Automatic Vehicle Locator systems will enable more efficient delivery of bus services. Our new mobile app and account-based services will support the Customer Digital Journey Modernization. The CapMetro Transit Police Department Technology will play a pivotal role in ensuring safety of CapMetro customers. Additionally, we are advancing our EDAP environment by implementing artificial intelligence and predictive analytics and centralizing data integrations to promote cross-platform data sharing. We are also migrating several systems to the cloud for improved performance and availability, including the geospatial system, web content management system, and Trapeze scheduling system.

## Information Technology Organization



## Budget Changes

### Salaries and Benefits

Increase of \$524,899 driven by job reclassifications and approved performance-based increase to become effective in January 2025, offset by the reduction of one FTE.

### Other Expense

Decrease of \$727,592 primarily driven by \$375,384 in lower Utilities related to telephone-local, \$214,158 in Professional Services such as professional fees and temporary help, and \$130,214 in Other Expenses that include seminars, conferences and related expenses.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$7,020,870	\$8,221,498	\$8,221,498	\$8,700,381	\$478,883	5.8 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>7,020,870</b>	<b>8,221,498</b>	<b>8,221,498</b>	<b>8,700,381</b>	<b>478,883</b>	<b>5.8 %</b>
Professional Services	12,593,305	16,565,219	14,983,355	16,351,061	(214,158)	(1.3)%
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	1,601	3,000	3,000	2,760	(240)	(8.0)%
Utilities	2,045,428	2,808,252	2,808,252	2,432,868	(375,384)	(13.4)%
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	106,784	223,503	223,503	93,289	(130,214)	(58.3)%
Lease/Rentals	-	7,596	7,596	-	(7,596)	(100.0)%
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>14,747,118</b>	<b>19,607,570</b>	<b>18,025,706</b>	<b>18,879,978</b>	<b>(727,592)</b>	<b>(3.7)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$21,767,988</b>	<b>\$27,829,068</b>	<b>\$26,247,204</b>	<b>\$27,580,359</b>	<b>(\$248,709)</b>	<b>(0.9)%</b>

## Internal Audit

### Functions and Responsibilities

The Internal Audit Department reports directly to the Board of Directors and is an independent and objective source of assurance and advisory services. The department provides assurance on CapMetro's governance, risk management and control processes to help the organization achieve its strategic, operational, financial and compliance objectives. In addition, the department is a catalyst for process improvement by providing insight and recommendations based on a systematic analysis and assessment of data and business processes. Internal Audit also shares best practices and suggests ways for reducing costs and enhancing revenues.

### FY2024 Achievements

Customer, Community, Organizational Effectiveness and Workforce Goals

#### Audit Team Excellence

In FY2024, the Internal Audit team achieved significant milestones at CapMetro. We developed a FY2024 risk-based flexible Audit Plan aligned with organizational objectives and best practices in governance, risk, and compliance. Collaborating closely with management, we identified and facilitated process improvement opportunities across departments and the entire CapMetro enterprise. We conducted benchmarking exercises internally and externally, comparing processes, systems, and controls with other public transit agencies to ensure continuous improvement. Our leadership extended to promoting and participating in professional organizations like the Institute of Internal Auditors and the Association of Local Government Auditors, as well as industry organizations such as American Public Transportation Association (APTA). We shared best practices and provided assistance to peer transit and local government internal audit functions, further enhancing our industry impact. The continuation of the UT Audit Internship Program enabled us to recruit and develop interns from the University of Texas, leveraging their skills to drive process improvements within CapMetro. Additionally, we prioritized enhancing training and professional certifications for staff members to better support CapMetro and the transit industry. Our team provided assurance, advisory, and risk management services to management and the Board of Directors, aligning closely with CapMetro's strategic priorities. We successfully executed the FY2024 Internal Audit Services Plan, assessing operational and business risks and deploying internal audit resources efficiently and cost-effectively to support organizational success.

### FY2025 Projects

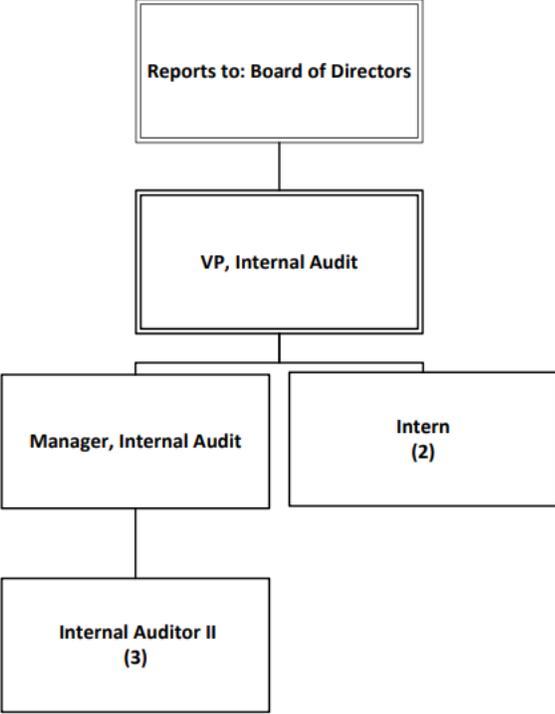
Customer, Community, Organizational Effectiveness and Workforce Goals

#### Advancing Governance and Efficiency

In FY2025, CapMetro is scheduled to receive two external audits: the FTA Triennial Review and the state-mandated Quadrennial Performance Audit. The Internal Audit team will serve as primary liaison for completing these external reviews. Additionally, we will conduct comprehensive benchmarking of processes, systems, and controls both internally and externally, against other public transit agencies to drive operational efficiency and effectiveness. We will further provide leadership by actively promoting and participating in professional and other industry organizations. We plan to share best practices and provide assistance as needed to peer transit and local government internal audit functions, fostering knowledge sharing and collaboration. Continuing our commitment to workforce development, we will sustain the UT Audit Internship Program, recruiting and developing UT Audit Interns to leverage their skills in driving process improvements within CapMetro. Furthermore, we will enhance staff member training and professional certifications to bolster their support for CapMetro and the transit industry. Regarding organizational effectiveness, we will provide assurance, advisory, and risk management services to support CapMetro's strategic priorities and assist the Board of Directors and management in achieving their

objectives. We will execute the FY2025 Internal Audit Services Plan, evaluating operational and business risks and deploying internal audit resources in a manner that ensures cost-effectiveness and efficiency across the organization.

## Internal Audit Organization



## Budget Changes

### Salaries and Benefits

Increase of \$11,493 driven by approved performance-based increase to become effective in January 2025.

### Other Expenses

Increase of \$223,618 driven primarily by Professional Services related to the quadrennial performance audit.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$470,754	\$772,620	\$772,620	\$784,113	\$11,493	1.5 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>470,754</b>	<b>772,620</b>	<b>772,620</b>	<b>784,113</b>	<b>11,493</b>	<b>1.5 %</b>
Professional Services	325	-	-	220,000	220,000	N/A
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	-	480	480	480	-	-
Utilities	740	2,400	2,400	2,400	-	-
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	10,700	13,376	13,376	16,994	3,618	27.0 %
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>11,765</b>	<b>16,256</b>	<b>16,256</b>	<b>239,874</b>	<b>223,618</b>	<b>1,375.6 %</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$482,519</b>	<b>\$788,876</b>	<b>\$788,876</b>	<b>\$1,023,987</b>	<b>\$235,111</b>	<b>29.8 %</b>

# Legal

## Functions and Responsibilities

The Legal Department ensures that CapMetro conducts its activities ethically and consistent with federal and state laws, providing sound legal advice and reducing the risk of legal action. The department provides legal support on applicable federal, state and local laws; ensures compliance with the Texas Public Information Act, Open Meetings Act and Local Government Records Act; monitors and enhances CapMetro’s ethics program to help ensure responsible stewardship of public funds; and manages outside legal services.

### FY2024 Achievements

#### Customer and Community Goals

##### **Park and Ride Land Acquisitions**

Our Legal team helped to ensure the timely acquisition of land for two new park & ride facilities that are key components of Project Connect CapMetro Rapid bus lines: Expo Center and Goodnight Ranch. To accomplish these acquisitions, we collaborated with outside legal counsel and internal stakeholders such as the Capital Projects and Real Estate Departments. For both acquisitions, we worked to ensure that CapMetro’s interests were protected during negotiations and that we complied with state and federal law. For the Expo Center acquisition, we guided CapMetro through a condemnation process and complex federal regulatory issues and worked with our partners at the City of Austin and Travis County to keep the project on schedule. In the Goodnight Ranch acquisition, we helped navigate through some complex issues in the negotiations and worked to protect public funds.

##### **New Contracted Demand Response, Pickup, and CapMetro Access Services Contract**

Legal played an integral role in the successful procurement process to obtain a new contractor for its demand response services: Pickup by CapMetro and CapMetro Access (Paratransit). This contract is one of CapMetro’s largest in terms of dollar amount and is critically important in the delivery of FTA-required Paratransit services to customers with disabilities who are unable to navigate CapMetro’s bus system. Legal collaborated with many internal stakeholders across CapMetro departments to help in the development of the solicitation and provided legal guidance throughout the process. We helped to ensure compliance with procurement laws and policies and helped to navigate the requirements of federal labor law.

##### **Mokan Trail Master License Agreement**

Legal was instrumental in developing and finalizing a Master License Agreement between CapMetro and the city of Austin for the city’s construction of the Mokan Trail along CapMetro rail right of way. The trail, which starts at Pleasant Valley and heads east toward 183, will be a complement to CapMetro transit services and enhance the community’s accessibility and mobility options.

##### **Vendor Bankruptcy**

Legal helped guide the agency through a difficult and complex Chapter 11 (reorganization) bankruptcy of a vendor that provides key products and services to CapMetro. We worked closely with our outside bankruptcy counsel and internal stakeholders. Although the circumstances were difficult, Legal helped position CapMetro in the best way possible and ensured the agency’s interests were protected throughout the process. While significant challenges remain, the result was that CapMetro’s contracts with the vendor were honored so that we remained entitled to the products and services we had contracted for. This achievement furthered CapMetro’s strategic goal of Organizational Effectiveness by helping us remain a fiscally responsible, transparent steward of public funds and our strategic priority of Project Delivery.

## FY2025 Projects

### Community and Organizational Effectiveness Goals

#### **Implementation of an electronic solution for managing the open records process**

The Legal team is reimagining CapMetro's approach to receiving, responding to, and managing requests for public information while ensuring compliance with the Texas Public Information Act, Chapter 552 of the Texas Government Code. An electronic solution, such as GovQA, will provide a centralized, standardized, secured, streamlined request and communication management system for members of the public, the Legal Department, and CapMetro staff. Implementation of the electronic solution is expected by the end of Q1. To accomplish this project, the Legal Department will work closely with the Procurement Department to ensure proper procurement protocols are followed, and the IT Department will ensure the solution aligns with CapMetro IT infrastructure and security requirements. Funding for this project was included in the FY2024 and FY2025 IT operating budget.

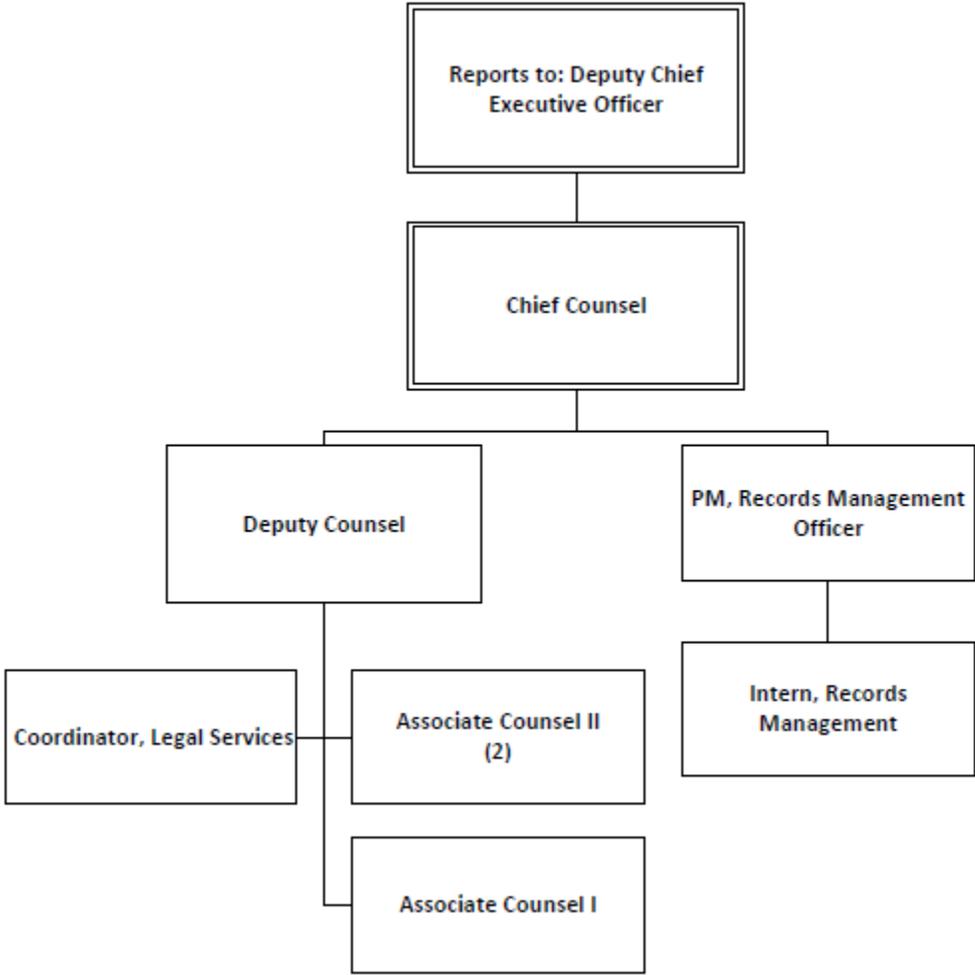
#### **New outside legal counsel services procurement**

With the expiration of the outside legal counsel services contracts in Q1 of FY2026, the Legal team intends to procure new outside legal counsel services contracts in FY2025. The procurement timeline is anticipated to begin in or around January or February of FY2025 and conclude in spring/summer of FY2025. This initiative impacts the Legal Department and CapMetro business units due to the importance of legal services, the tremendous consequences legal decisions have on the agency, and the frequency with which outside counsel is consulted. This initiative will adhere to best practices for procuring legal services based on research of peers and other resources to identify areas of improvement and protect public funds. To accomplish this project, the Legal team will work closely with the Procurement Department to ensure proper procurement protocols are followed. Funding for this initiative was included in the FY2025 Legal budget.

#### **Records and Information Management support of enterprise software implementation projects and enterprise migration projects**

The Records Management Officer (RMO) within the Legal Department plays a critical role in helping CapMetro business units manage records at the department level and enterprise-wide. In FY2025, the RMO intends to contribute to the enterprise software implementation projects and enterprise migration projects. These projects will impact CapMetro by automating and streamlining processes and migrating data to a secure, central IT infrastructure. Timelines for individual software implementation or migration projects will be developed by the Project Manager. RMO consulting will be ongoing throughout the fiscal year. To accomplish this project, the RMO will work closely with the IT Department and business units as needed.

# Legal Organization



## Budget Changes

### Salaries and Benefits

Increase of \$33,499 due to approved performance-based pay increase to become effective in January 2025.

### Other Expenses

Decrease of \$68,983 driven by a \$63,288 reduction in General Legal Services for outside legal services contracts.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$921,669	\$1,025,217	\$1,025,217	\$1,058,716	\$33,499	3.3 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>921,669</b>	<b>1,025,217</b>	<b>1,025,217</b>	<b>1,058,716</b>	<b>33,499</b>	<b>3.3 %</b>
Professional Services	641,821	655,800	655,800	592,512	(63,288)	(9.7)%
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	904	2,420	2,420	996	(1,424)	(58.8)%
Utilities	500	1,920	1,920	1,812	(108)	(5.6)%
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	14,749	29,678	29,678	25,515	(4,163)	(14.0)%
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>657,974</b>	<b>689,818</b>	<b>689,818</b>	<b>620,835</b>	<b>(68,983)</b>	<b>(10.0)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,579,643</b>	<b>\$1,715,035</b>	<b>\$1,715,035</b>	<b>\$1,679,551</b>	<b>(\$35,484)</b>	<b>(2.1)%</b>

## Marketing and Communications

### Functions and Responsibilities

The Marketing and Communication Department furthers CapMetro’s mission through promoting transit use and value; developing and distributing all service-related materials, maps and wayfinding; public relations; business development; and internal communications. The department generates revenue through advertising sales on transit vehicles and through the development of programs designed to increase ridership in a collaborative effort with private and public entities. Major responsibilities include the promotion of routes and services, internal marketing, schedule and signage design, website management, brand development and fleet graphics. The department conducts market research to measure awareness and customer satisfaction levels. The department serves as the primary contact point for the news media. It provides communications strategy and creative support to other departments and the Board of Directors, allowing CapMetro to drive positive messages and enhance its position in the community. The department establishes and implements CapMetro’s social media platforms by presenting user-friendly information through multiple channels for customers, stakeholders and employees.

### FY2024 Achievements

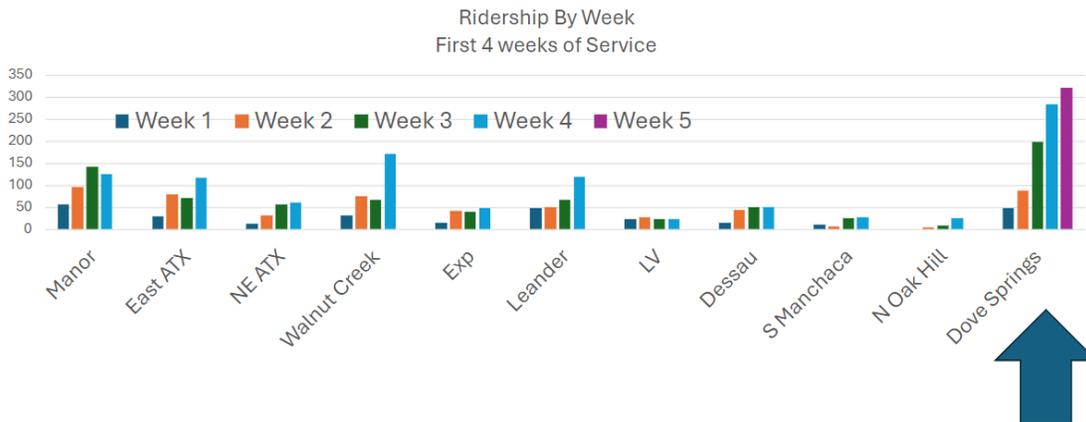
#### Community and Customer Goals

#### Dove Springs Pickup

The Dove Springs Pickup zone launch on January 14, 2024, brought together key elected officials, CapMetro leadership and a strong turnout from Dove Springs community residents. Two Pickup vehicles conducted zone tours to educate the community on the key destinations within the zone and were enthusiastically received by attendees. The event received press coverage in English and Spanish, and CapMetro’s social media posts received more than 325,000 impressions over four social media channels. The Dove Springs Pickup zone opened to record-setting ridership in the first few weeks of service compared to other zones.

### Dove Springs Rider Metrics

- Dove Springs ridership was higher than other PU zones in the first 4 weeks of service, and also increased more week 4 to week 1



## McKalla Station

The highly anticipated opening of McKalla Station at Q2 Stadium was met with overwhelming popularity and demand by new and existing riders. Excitement for the station's February 24, 2024 grand opening was in part due to earned media from a media tour and press conference in collaboration with Austin FC/Q2 Stadium in the days leading up to the event. Opening day saw more than 4,500 customers, nearly double our previously recorded match day ridership, going to and from Q2 Stadium. A media campaign with iHeart Media helped build awareness around the station's activation. Total impressions (i.e., views by an audience) were 1.8 million across social media platforms. Earned media in the lead up to opening is represented by 14 articles and reports by local agencies. News about the station was covered by various print, broadcast, and online agencies. CapMetro's Communications team leveraged four social media platforms for timely and organic wayfinding and operations-related information dissemination. Paid influencer campaigns were also utilized to provide riders with a relatable message of how to get to and from McKalla Station.

## Customer Satisfaction Survey

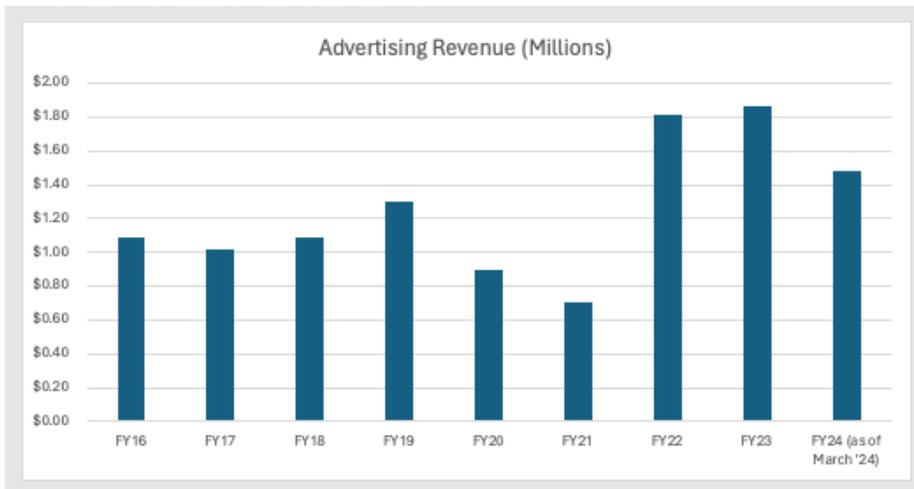
A pivot was made this year from past customer satisfaction surveys to better align with the Customer Experience priority of our strategic plan. We adopted an approach that has been used successfully in a number of major transit agencies that focuses on Customer Experience. This methodology aligns with best practices and marks the first step to identify and prioritize customer "pain points." This work will lead to additional research and the development of a plan of corrective actions to help CapMetro reach its strategic goals. Approximately 1,400 customers were interviewed through five fixed route types: Express, Rail, UT Shuttle, Rapid and Local with an oversample in our member cities of Leander, Lago Vista, and Manor to ensure their statistical representation.

## Media/Public Relations

CapMetro has continued to grow and garner media attention in FY2024. Like FY2023, the agency continues to surpass \$40 million in Advertising Value Equivalency (AVE) which approximates the monetary value of earned media efforts by comparing them to the cost of advertisements. CapMetro is on track to exceed FY2023's AVE measurement year over year. From October 1, 2023, to May 1, 2024, CapMetro's AVE value was already at \$41.55M with five months remaining in the fiscal year, compared to the \$44 million value for the entirety of FY2023.

## Advertising Revenue Contract

In the first half of FY2024, CapMetro's transit advertising contract generated \$1.5 million in revenue, a 43% increase from the same period last year, when we recorded \$840 thousand in sales revenue. The contract is currently on track to surpass FY2023, when total revenue reached an all-time high of \$1.9 million. The advertising contractor has consistently driven revenue growth year over year, and the rate of growth in sales exceeds that of similar-sized markets.



## FY2025 Projects

Community, Customer, and Organizational Effectiveness Goals

### **New CapMetro Rapid Lines**

Development of an education plan to promote the new Expo Center and Pleasant Valley Rapid lines. The goal is to encourage current customers to change behavior and adopt the more frequent service, to attract new customers to the service, to reach new audiences who can take advantage of the Park & Ride facility and to educate the community on the value that the lines bring to East Austin neighborhoods.

### **Expanding University Outreach**

CapMetro will begin a partnership and outreach plan at St. Edward's and Huston-Tillotson Universities to educate students on how to ride CapMetro. The campaign will advertise to students, as well as provide on-site event outreach to better communicate our services to the university communities.

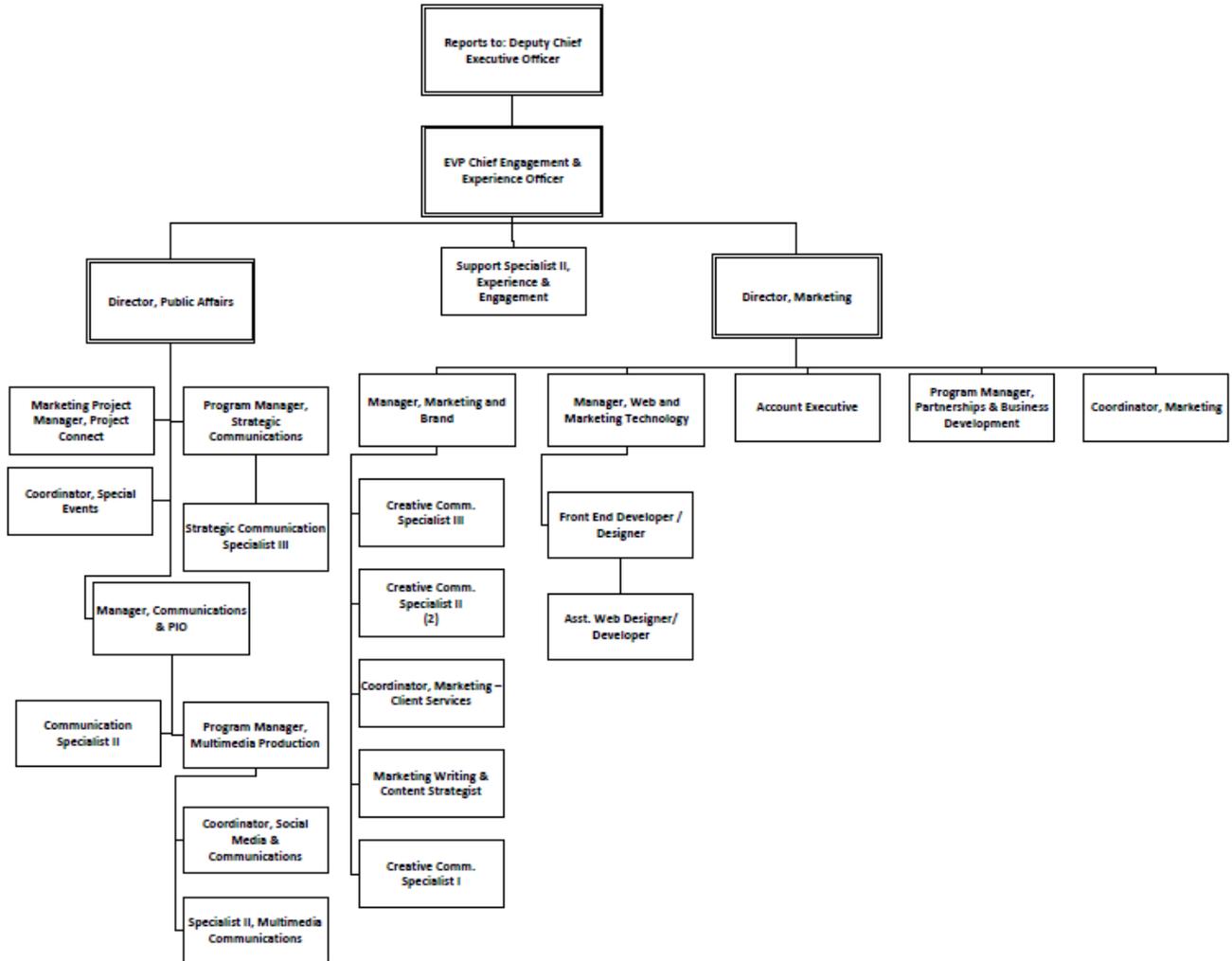
### **CapMetro 40-year Anniversary**

Marketing will have numerous planned activations throughout the year for both internal and external celebrations of CapMetro's 40 years of service in Austin. Activations will include community outreach and educational advertising campaigns, where we will lean into our reputation and steadfastness within the community.

### **Non-fare Revenue Streams**

Marketing is currently engaged in research and planning to increase our non-fare revenue streams by activating spaces and exploring ways to monetize existing assets. Our upcoming initiatives include leveraging resources for advertising and introducing a facility rental program.

## Marketing and Communications Organization



## Budget Changes

### Salaries and Benefits

Increase of \$85,241 due to approved performance-based pay increases to become effective in January 2025.

### Other Expenses

Decrease of \$445,916 due to a reduction of \$415,338 in Other Expenses, primarily in advertising-promotion media; \$11,854 in Professional Services, primarily in consultation fees; and \$19,500 in Materials and Supplies. These reduced amounts result from the completion of the fare collection campaign and reductions in multiple projects, most significantly the fall and spring campaign, website upgrades and value of transit outreach.

	FY2023 ACTUAL	FY2024 BUDGET	FY2024 FORECAST	FY2025 BUDGET	Var \$ FY2025 vs. FY2024	Var % FY2025 vs. FY2024
Salaries and Benefits	\$2,025,893	\$2,780,314	\$2,780,314	\$2,865,555	\$85,241	3.1 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>2,025,893</b>	<b>2,780,314</b>	<b>2,780,314</b>	<b>2,865,555</b>	<b>85,241</b>	<b>3.1 %</b>
Professional Services	2,174,225	2,436,947	2,649,947	2,425,093	(11,854)	(0.5)%
Fuel and Fluids	20	-	-	-	-	N/A
Materials and Supplies	440,908	787,500	817,500	768,000	(19,500)	(2.5)%
Utilities	3,320	4,536	4,536	4,800	264	5.8 %
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	712,639	1,265,638	1,215,638	850,300	(415,338)	(32.8)%
Lease/Rentals	4,509	5,200	5,200	5,712	512	9.8 %
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>3,335,620</b>	<b>4,499,821</b>	<b>4,692,821</b>	<b>4,053,905</b>	<b>(445,916)</b>	<b>(9.9)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$5,361,513</b>	<b>\$7,280,135</b>	<b>\$7,473,135</b>	<b>\$6,919,460</b>	<b>(\$360,675)</b>	<b>(5.0)%</b>

## Microtransit

Formerly Innovative Mobility

### Functions and Responsibilities

The Microtransit Department is responsible for oversight of Pickup by CapMetro services, exploring the future of public transportation technologies, platforms, modes, and initiatives, and creating and managing alternative shared public transit solutions in areas where fixed-route transit is not a good mobility option. In addition, the department coordinates new and existing projects, programs, and initiatives impacting the Demand Response division.

### FY2024 Achievements

Community, Customer, and Organizational Effectiveness Goals

#### Launched New Dove Springs Pickup Zone

Achieved a significant milestone with the successful launch of the on-demand service Dove Springs Pickup zone on January 14, 2024. This launch has notably increased access, mobility, and transportation independence within the community. By extending the reach of CapMetro services, the on-demand services have effectively filled gaps in the transit network, ensuring better connectivity and convenience for residents.

#### Increased Pickup Ridership to Reach 1 Million Passenger Milestone

Increased ridership by providing the most efficient services and making necessary adjustments to the Pickup zones. On April 1, 2024, the milestone of our 1 millionth passenger was celebrated in the Leander Pickup zone. Additionally, on February 22, 2024, Pickup ridership hit a record of 2,000 daily rides. Ridership continues to set new records across all zones, demonstrating these services' success and growing popularity.

### FY2025 Projects

Community, Customer, and Organizational Effectiveness Goals

#### Launch Decker Pickup Zone

Launch the Decker Pickup zone with the objective of developing and implementing a new zone that focuses on service excellence and exceptional customer experience. The project scope includes planning, designing, and coordinating with service providers and Travis County for implementation. The anticipated launch date is Quarter 3, FY2025, aligning with one of the identified service changes. This project aims to enhance community mobility and connectivity by providing on-demand service contributing to a more flexible, accessible, and integrated transportation system. The initiative is expected to lead to greater independence for customers and enhanced community engagement.

#### FTA Mobility Performance Metrics Project

Embark on a project to promote continuous collaboration and improvement of services by participating in a multi-transit agency data project. The objective is to engage with TTI and other agencies by providing requested data to create the FTA Mobility Performance Metrics. The project scope includes beginning the project in the 1st quarter FY2025 and achieving completion by the 4th quarter. TTI will collect data from various agencies for the FTA, package it, and provide it to all participating agencies. This collective data will enable the Demand Response division to analyze current services in comparison to other agencies, ensuring reliable services are being provided.

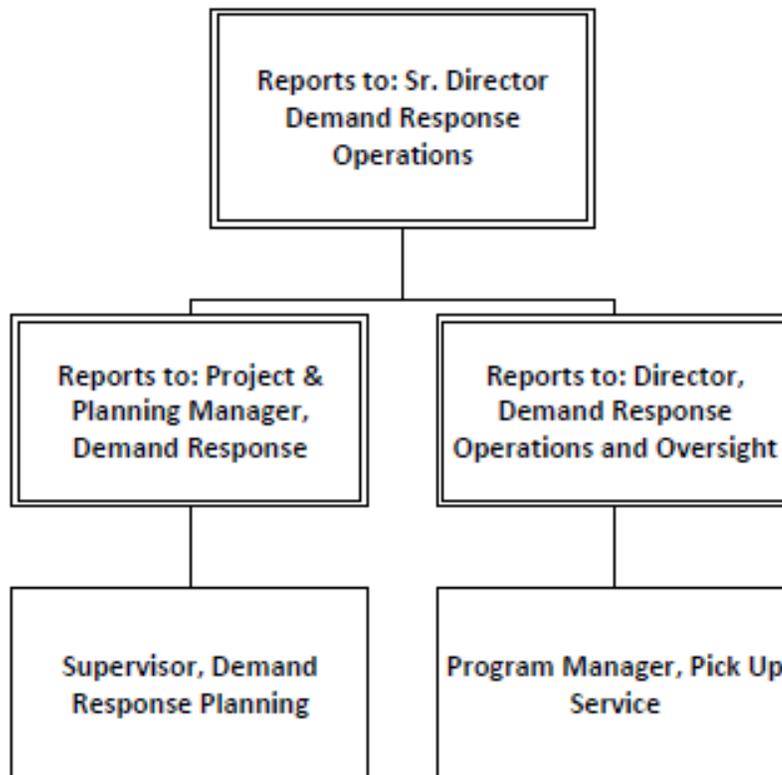
### Evaluate & Update Guidelines for Pickup Service and Performance Metrics

Undertake a project aimed at developing comprehensive service reliability plans to improve and enhance the customer experience. The project scope includes reviewing and updating the current pickup service guidelines and reevaluating the performance metrics to align with current service needs. The outcome will be the implementation of updated guidelines for Pickup service and performance metrics, which will adjust key performance metrics across all Pickup zones and improve the customer experience, with the goal of improving financial and operational sustainability. The goal of these guidelines is to make the service operationally and financially sustainable and accommodate future growth.

### North Base Demand Response Facility / South Base Demand Response Facility

Initiate a project aimed at supporting sustainable growth and improving the environment by designing and constructing a sustainable facility and warehouse. The project scope includes continuing to provide stakeholder feedback, coordinating with the Facility Design and Construction Department through the 100% design phase, and participating in the selection of the general contractor. Permit completion and selection of the general contractor is anticipated by the 4th quarter FY2025, with construction set to commence in the same quarter. Upon completion, CapMetro will have built a sustainable and environmentally friendly facility that benefits both employees and the community, with an expected go-live date of July 2027.

## Microtransit Organization



## Budget Changes

### Salaries and Benefits

Decrease of \$88,737 due to the reallocation of 0.35 FTE to Demand Response Oversight partially offset by an increase due to approved performance-based pay increases to become effective in January 2025.

### Other Expenses

Decrease of \$1,518,189 primarily in Purchased Transportation of \$1,001,436 and \$85,488 in Fuel and Fluids due to decreased service hours, and reduction in related costs of \$602,416 in Lease/Rentals. This is offset by \$176,000 Materials and Supplies increases in contractual obligations. Fuel costs are projected at an average cost per gallon with taxes of \$2.75 for FY2025, an increase of \$0.15 per gallon compared to FY2024 budget.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$319,101	\$299,241	\$299,241	\$210,504	(\$88,737)	(29.7)%
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>319,101</b>	<b>299,241</b>	<b>299,241</b>	<b>210,504</b>	<b>(88,737)</b>	<b>(29.7)%</b>
Professional Services	36,640	20,907	20,907	43,423	22,516	107.7 %
Fuel and Fluids	234,732	264,388	264,388	178,900	(85,488)	(32.3)%
Materials and Supplies	5,745	45,000	45,000	221,000	176,000	391.1 %
Utilities	500	960	960	480	(480)	(50.0)%
Insurance	-	-	-	-	-	N/A
Purchased Transportation	4,655,075	10,353,192	9,353,192	9,351,756	(1,001,436)	(9.7)%
Other Expenses	26,403	48,975	48,975	22,090	(26,885)	(54.9)%
Lease/Rentals	1,071,162	1,056,336	1,056,336	453,920	(602,416)	(57.0)%
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>6,030,258</b>	<b>11,789,758</b>	<b>10,789,758</b>	<b>10,271,569</b>	<b>(1,518,189)</b>	<b>(12.9)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$6,349,358</b>	<b>\$12,088,999</b>	<b>\$11,088,999</b>	<b>\$10,482,073</b>	<b>(\$1,606,926)</b>	<b>(13.3)%</b>

## Non-Allocated Employee Benefits

### Functions and Responsibilities

The Non-Allocated Employee Benefits Department provides health and welfare benefits that are attractive, affordable, flexible, and competitive. Our employee benefits package allows us to attract and retain talent from diverse groups and serves as a differentiation factor when deciding on whether the job is a good fit. This department captures the costs of various employee benefits agency-wide for health, dental, life insurance, and retirement plans.

### FY2024 Achievements

#### Workforce Goals

##### **Employee Compensation Revamp**

Our goal to revamp employee compensation statements is to emphasize the total rewards employees receive in terms of salaries and benefits. To achieve this, the compensation and benefits teams collaborated to create and electronically distribute Total Compensation and Rewards statements. As part of our ongoing commitment to the "Enhance Technology" priority and our broader People & Culture Strategy, which focuses on optimizing programs and processes through technology, we successfully completed this project using Oracle. Now, employees can log into the system and view their statements on an "as needed" basis.

##### **Enhancing Future Employee Benefits Offerings**

Our goal was to review the future benefit needs of our population and explore opportunities to enhance our benefits offerings. To achieve this, an employee benefits survey was conducted to gather feedback on the current benefit offerings. This provided valuable insights into what additional benefits employees would like to see included in our comprehensive benefits package. Additionally, we reviewed benchmark surveys to assess CapMetro's competitiveness in the market.

### FY2025 Projects

#### Workforce Goals

##### **Optimize Healthcare Costs**

The project aims to identify new plan designs that can help lower healthcare costs. To achieve this, we plan to benchmark with peers on plan design structures to ensure our plan remains competitive with market offerings. Additionally, we will review existing claims utilization to identify opportunities for plan design changes.

##### **Streamline Employee Service**

The project will continue reducing the number of touchpoints for employees by creating Standard Operating Procedures (SOPs) for the Employee Resource Center, further enhancing our Service Model. This will involve utilizing and creating workflows in the benefits module in Oracle to automate processes and develop SOPs for ease of administration.

## Budget Changes

### Salaries and Benefits

Increase of \$5,002,590 primarily due to anticipated increases of \$1,812,134 in pension expenses and \$2,886,666 in health plan expenses.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$15,323,971	\$15,618,615	\$16,186,780	\$20,621,205	\$5,002,590	32.0 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>15,323,971</b>	<b>15,618,615</b>	<b>16,186,780</b>	<b>20,621,205</b>	<b>5,002,590</b>	<b>32.0 %</b>
Professional Services	-	-	-	-	-	N/A
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	-	-	-	-	-	N/A
Utilities	-	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	-	-	-	-	-	N/A
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>N/A</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$15,323,971</b>	<b>\$15,618,615</b>	<b>\$16,186,780</b>	<b>\$20,621,205</b>	<b>\$5,002,590</b>	<b>32.0 %</b>

## Organizational Strategy and Projects

Formerly Strategic Programs and Organizational Readiness

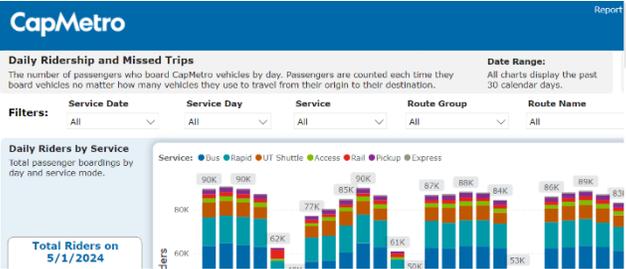
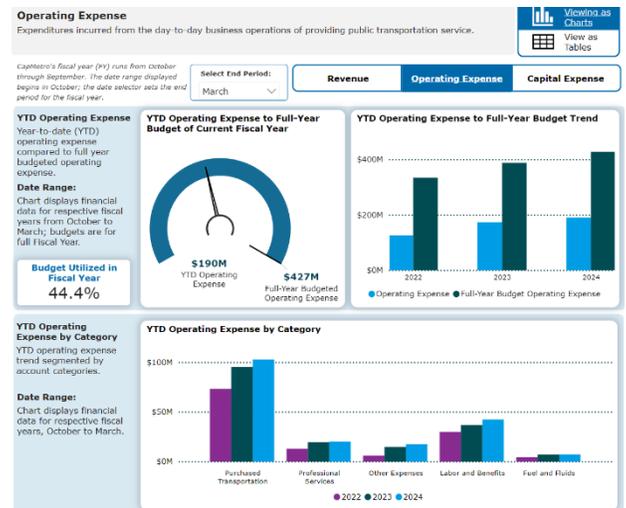
### Functions and Responsibilities

The Organizational Strategy and Projects department promotes continuous improvement throughout the organization by optimizing processes, strengthening cross-functional collaboration, and strategically formulating a comprehensive implementation roadmap encompassing all agency multiyear projects and plans. This department guides CapMetro leadership through development of long-range visions and strategic plans. It connects teams across the organization to set and deliver our priorities by defining the linkages between all organization-wide plans and monitoring progress toward key performance indicators.

### FY2024 Achievements

Customer, Community, Organizational Effectiveness, and Workforce Goals

This year, our department achieved significant milestones by implementing the Finance public-facing dashboard, enhancing financial transparency with critical data on capital and operating budget expenses and revenue. We launched the Route Performance Dashboard, providing key performance metrics such as cost per passenger, route frequency, ridership, and safety data. We developed and led the Transit Police Department Standup Program, integrating and managing various in-flight capital and operating projects to enhance safety and build public trust. Additionally, we provided Project Management Professional Exam Prep training for approximately 30 employees and PMI Principles in the CapMetro Environment training for about 40 staff members, maintaining project management standards. We revamped the Enterprise Portfolio Management (EPPM) Steering and Advisory Committees, optimizing their processes to ensure portfolio investments return value as per our strategy. Furthermore, we implemented the Performance Corner initiative, an internal tool facilitating access to key performance data managed within the Enterprise Data Warehouse Platform, serving as the single source of truth. These accomplishments collectively strengthened our department's operational efficiency, transparency, and strategic alignment.



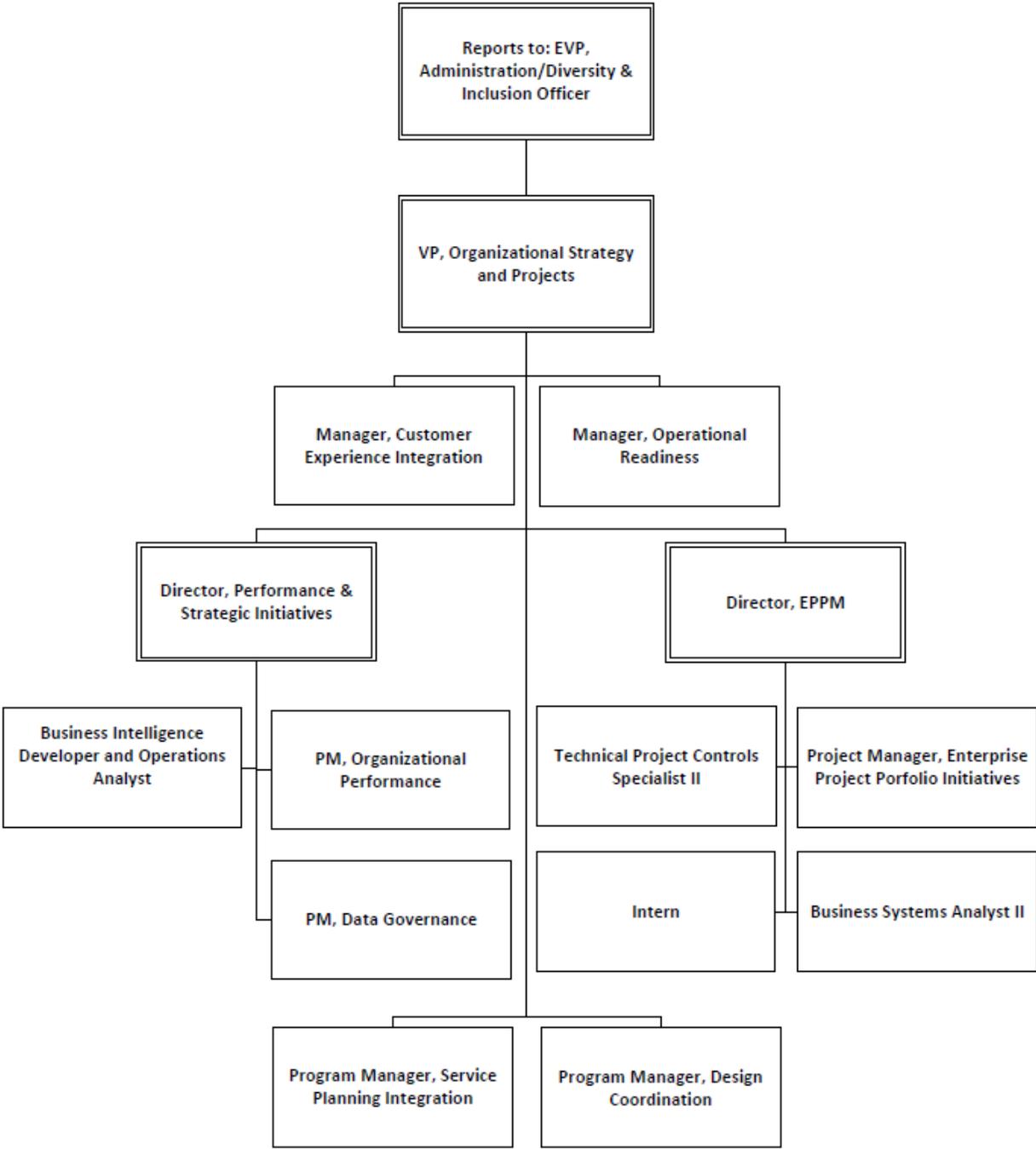
Overall Reliability for the prior 7 days		Top 5 On-Time Performing Routes from Prior 7 Days		Bottom 5 Performing Routes from Prior 7 Days		Route Group by % Early Time Performance		Route Group by % Late Time Performance	
<b>75%</b>	% On-Time	ROUTE ID	% OTP	ROUTE ID	% OTP	ROUTE GROUP	% Early	ROUTE GROUP	% Late
<b>23%</b>	% Late	103	100.00%	350	64.65%	Special Service Route	6.69%	Rapid Route	33.43%
<b>3%</b>	% Early	935	95.00%	803	64.30%	Flyer Route	5.88%	Special Service Route	28.50%
		642	94.66%	985	61.21%	Round Rock Route	5.77%	Round Rock Route	24.04%
		345	94.29%	481	48.97%	Local Route	4.77%	Express Route	18.75%
		217	93.42%	483	36.21%	MetroRail	4.38%	Local Route	16.19%
		<b>Total</b>	<b>94.38%</b>	<b>Total</b>	<b>64.07%</b>	<b>Total</b>	<b>2.93%</b>	<b>Total</b>	<b>22.52%</b>

## **FY2025 Projects**

### Customer, Community, Organizational Effectiveness, and Workforce Goals

Next year, our projects will focus on several key initiatives to enhance our operations and strategic alignment. We will collaborate with operations teams to effectively utilize system reliability and safety data from the Enterprise Data Warehouse Platform, enabling rapid decision-making to improve the customer experience. We will continue to lead the Transit Police Department Standup Program, ensuring the integration, harmonization, and management of all associated capital and operating projects to enhance safety and build public trust. We will also work with the People and Culture Department to establish annual Project Management Professional exam preparation and PMI principles training within the CapMetro environment, potentially expanding to include operational project managers. Additionally, we will implement strategies to mature project portfolio management, continuously aligning components with organizational strategy and achieving portfolio value. Our efforts will support the implementation of the agency's long-range vision plan for future organizational readiness, focusing on process and integration procedures for financial, service, facility, and long-range vision plans.

# Organizational Strategy and Projects Organization



## Budget Changes

### Salaries and Benefits

Decrease of \$705,415 from the transfer of 5.5 FTEs to Power Systems (2), Strategic Planning and Development (1), Demand Response Control and Call Center departments (1), and positions retired (1.5) for activity realignment, partially offset by the approved performance-based pay increase to become effective in January 2025.

### Other Expenses

Decrease of \$1,257,963 primarily in Professional Services for consultation services related to sustainability which moved to the Power System Department.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$1,353,064	\$2,552,806	\$2,056,971	\$1,847,391	(\$705,415)	(27.6)%
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>1,353,064</b>	<b>2,552,806</b>	<b>2,056,971</b>	<b>1,847,391</b>	<b>(705,415)</b>	<b>(27.6)%</b>
Professional Services	210,486	1,875,000	1,258,300	676,000	(1,199,000)	(63.9)%
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	387	1,000	300	600	(400)	(40.0)%
Utilities	2,000	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	30,803	147,563	99,481	89,000	(58,563)	(39.7)%
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>243,677</b>	<b>2,023,563</b>	<b>1,358,081</b>	<b>765,600</b>	<b>(1,257,963)</b>	<b>(62.2)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,596,741</b>	<b>\$4,576,369</b>	<b>\$3,415,052</b>	<b>\$2,612,991</b>	<b>(\$1,963,378)</b>	<b>(42.9)%</b>

## Paratransit Eligibility

### Functions and Responsibilities

The Paratransit Eligibility Department includes staff members from eligibility, travel training, and pathway assessment. The department manages the CapMetro Access eligibility certification process and promotes fixed route use by providing training to seniors and people with disabilities.

### FY2024 Achievements

Community, Customer and Organizational Effectiveness Goals

#### **Launched Operating and Eligibility Management Software**

Launched the new operating and eligibility management software, including administrative backend and customer app. Partnered with the Information Technology Department and an operating platform to design and build innovative, cloud based all-in-one software to manage all the Americans with Disability Act (ADA) paratransit operational needs.

#### **Developed and Launched the Access Rider App**

Engaged Access stakeholders in developing and launching the Access rider app and provided rider training opportunities. The Eligibility team coordinated and held multiple engagement events including user testing, rider town halls and external outreach sessions to target accessibility, usability, community outreach and training related to the new app launch for our community, caregivers, and stakeholders. The app was successfully launched on December 1st.

#### **Facilitated and Developed Frontline Training**

The Eligibility & Training Team, in partnership with Safe Alliance Austin and the service provider, developed training materials and protocol and successfully delivered over 14 Sensitivity Training sessions for Demand Response operators and frontline staff. This training reached over 375 Operators and staff members, with an impressive 80% of learners reporting a better understanding of disabilities and professional boundaries.

### FY2025 Projects

Community, Customer and Organizational Effectiveness Goals

#### **Develop Customer Satisfaction Survey**

Partner with the American Bus Benchmarking Group (ABBG) to develop and complete an ABBG Customer Satisfaction Survey to assess current state of Access rider satisfaction. We will analyze the results in FY2025 to plan for future service improvement and enhancements.

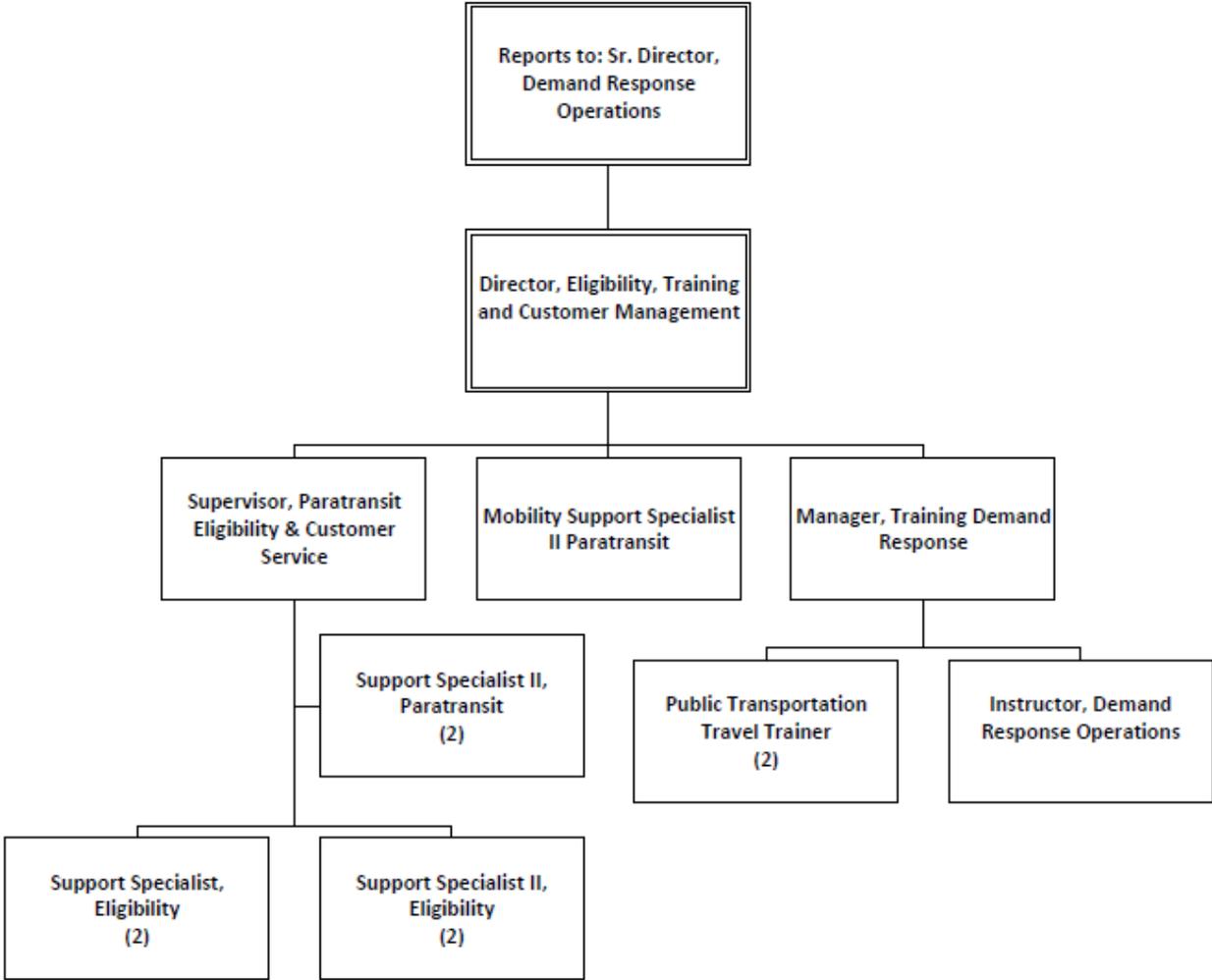
#### **Launch Online Eligibility Application**

Launch an online eligibility application process for new and recertifying applicants to reduce the burden of applying for eligibility, streamline the eligibility workflow, and minimize the need for using paper resources.

#### **Revise Access Rider Guide**

Revise and launch the new Access Rider Guide, replacing the current guide from 2016. This guide will reflect new technologies and information related to current processes with the dispatch and eligibility software.

### Paratransit Eligibility Organization



## Budget Changes

### Salaries and Benefits

Increase of \$142,232 due to the addition of 1 FTE from Demand Response Oversight and approved performance-based pay increases to become effective in January 2025.

### Other Expenses

Increase of \$9,170 mainly in Professional Services due to contractual increases for functional assessments.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$712,088	\$871,088	\$871,088	\$1,013,320	\$142,232	16.3 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>712,088</b>	<b>871,088</b>	<b>871,088</b>	<b>1,013,320</b>	<b>142,232</b>	<b>16.3 %</b>
Professional Services	440,241	466,580	467,984	472,110	5,530	1.2 %
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	1,988	10,400	11,800	12,000	1,600	15.4 %
Utilities	460	2,880	2,071	2,880	-	-
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	15,252	29,975	25,980	32,015	2,040	6.8 %
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>457,942</b>	<b>509,835</b>	<b>507,835</b>	<b>519,005</b>	<b>9,170</b>	<b>1.8 %</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,170,030</b>	<b>\$1,380,923</b>	<b>\$1,378,923</b>	<b>\$1,532,325</b>	<b>\$151,402</b>	<b>11.0 %</b>

## People and Culture

### Functions and Responsibilities

The mission of the People and Culture (P&C) Department is to cultivate a diverse, high-performing workforce by engaging in activities such as attracting, recruiting, developing, motivating, rewarding, and retaining staff. People and Culture empowers the organization by providing essential tools and resources to enhance the capabilities of the workforce, resulting in better performance and successful outcomes. This is achieved through the design and implementation of training programs that improve staff skills and knowledge. The department also fosters professional growth and development within the organization, ensuring that staff can thrive and advance in their careers. People and Culture plays a vital role in supporting the organizational structure and effectively managing the entire staff lifecycle to meet business needs.

### FY2024 Achievements

#### Workforce Goals

#### Learning and Development Program Progress

In Fiscal Year 2024, significant progress was made, including the launch of four new programs. The New Employee Orientation (NEO) was revamped and relaunched in the first quarter FY2024, outlining CapMetro's structure, culture, and mission. As part of our "Invest in Talent" priority and People & Culture Strategy, we streamlined onboarding with tools and experiences that promote productivity and engagement, introducing a Buddy Program in February 2024. Additionally, in partnership with Marketing and Communications, the Leadership Express Newsletter was piloted in February 2024 and launched in March, providing people leaders with insights, strategies, and resources for effective leadership. Complementing this initiative, 24/7 learning content is available, with ongoing feedback collected for continuous improvement. Lastly, Management 101 held its first pilot in April 2024, equipping newly appointed managers with essential leadership skills, attracting 11 participants, four observers, and three Executives.

#### Workforce Planning

In FY2024, we initiated a forward-looking workforce plan to identify crucial skills and address skill gaps, ensuring we have the right talent to meet evolving demands. We established a robust framework to identify and nurture successors and high-potential employees, providing tailored development opportunities to cultivate a pipeline of capable leaders for CapMetro's future. The People Strategy team is building a company-wide framework for talent identification and development, conducting information-gathering sessions with senior leaders to uncover existing talent challenges, skills gaps, and future business needs. The program will be piloted with Senior Executive Team members, with initial Talent Review conversations slated for the fourth quarter. The evaluation process will use a multi-dimensional review of successors for key and critical positions. An Individual Growth Plan template was created and rolled out with the Fundamentals of the Week – Develops Talent in early April, and new capabilities are being integrated into successor candidate evaluation and development.

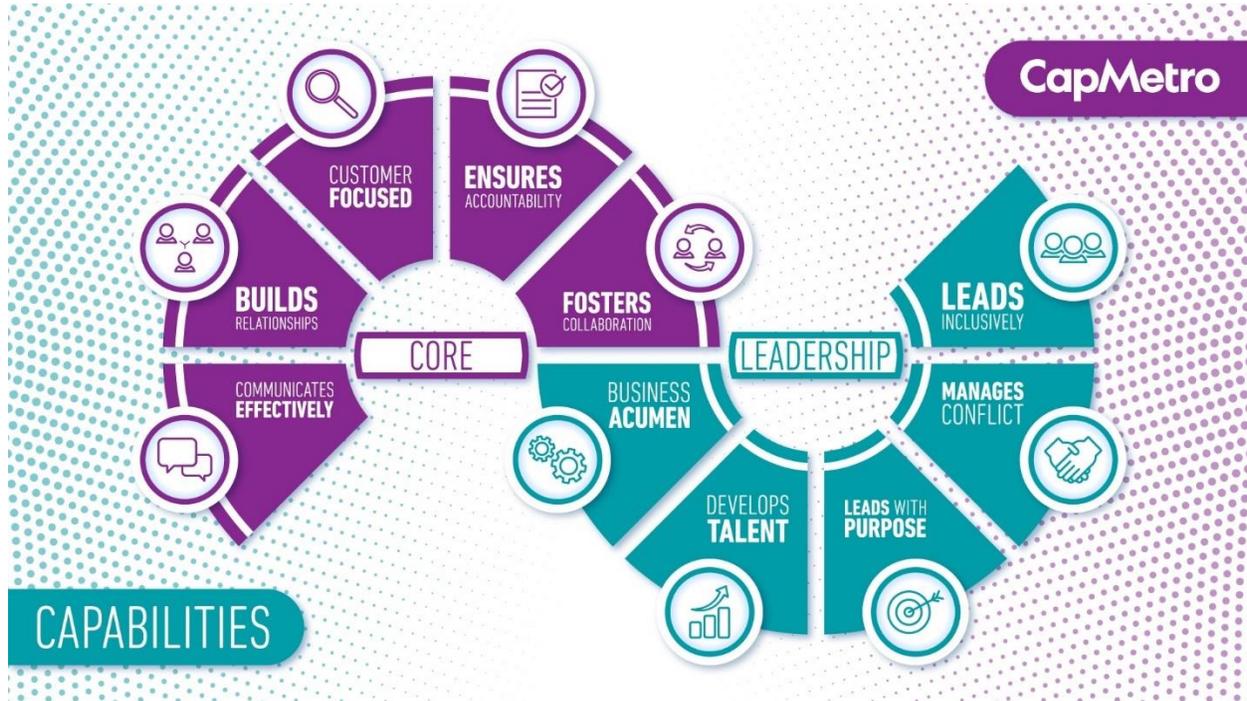
#### CapMetro Fundamentals

In FY2024, CapMetro launched the "CapMetro Fundamentals," an initiative designed to foster meaningful discussions around our Core Values, Core Capabilities, and Leadership Capabilities. This program blends these elements to serve as tools for personal and collective growth within our organization. It aims to establish a foundation for developing supportive and efficient leaders and team members.

CapMetro Fundamentals provides a daily guide to encourage personal success and growth while strengthening team dynamics. Over a six-month period, a member of our Executive Team, or a designated representative, sponsored a Fundamental every other week. These sessions sparked conversations and provided deeper insights into how CapMetro's Values and Capabilities shape our daily operations, impact our agency, and enhance our customer service.

Our Core and Leadership Capabilities are structured into maturity levels, offering a clear framework for skill development and assessment. We've created tools and assessments to help staff gauge their proficiency across four levels: Emerging, Progressing, Advancing, and Excelling. This structure allows staff to identify specific areas for targeted development, fostering continuous growth.

This initiative has significantly strengthened our organizational culture and improved accountability in our performance management process by focusing on the “what” and “how” of our work and commitments. CapMetro is committed to delivering outstanding service and upholding our core principles.



### Technology-Driven Onboarding

In FY2024, we employed technology-driven onboarding tools and experiences to streamline and enhance the assimilation of new staff into CapMetro, fostering productivity and engagement from day one. Onboarding has been transitioned into Oracle through a journey—a collection of tasks to facilitate a business process—creating an integrated end-to-end onboarding experience for new hires. From day one, new staff can complete their paperwork, enroll in benefits, review policies and procedures, and be assigned an onboarding Buddy, among other tasks, with over 25 tasks added to create a streamlined and consistent process for the agency. Previously, onboarding was manual, requiring additional meetings, follow-ups, and room for error. This automated, self-service approach reduces human error risk and places responsibility on staff for accurate information. It also saves the Benefits team from hosting recurring benefits orientations, as all information is now within Oracle. While Oracle onboarding is still undergoing enhancements, this transition has improved the employee experience, giving People and Culture time to focus on strategy and increased accountability and reporting.

## FY2025 Projects

### Workforce Goals

#### Enhancing People Development

In FY2025, People & Culture is focused on developing people through several strategic objectives. Our aim is to design a comprehensive mentorship program to foster supportive mentor-mentee relationships, enhancing knowledge sharing and skill development in alignment with our strategic priority of investing in talent. Additionally, we will formulate a workforce planning strategy to optimize human capital alignment

with agency goals, strengthen organizational foundations, and enhance tools and resources for staff to thrive in their roles. These efforts reinforce our commitment to continuous improvement and innovation, aiming to decrease inquiries related to policy and procedural guidance, empower staff to navigate their roles effectively and ensure the right talent is in place to support organizational success.

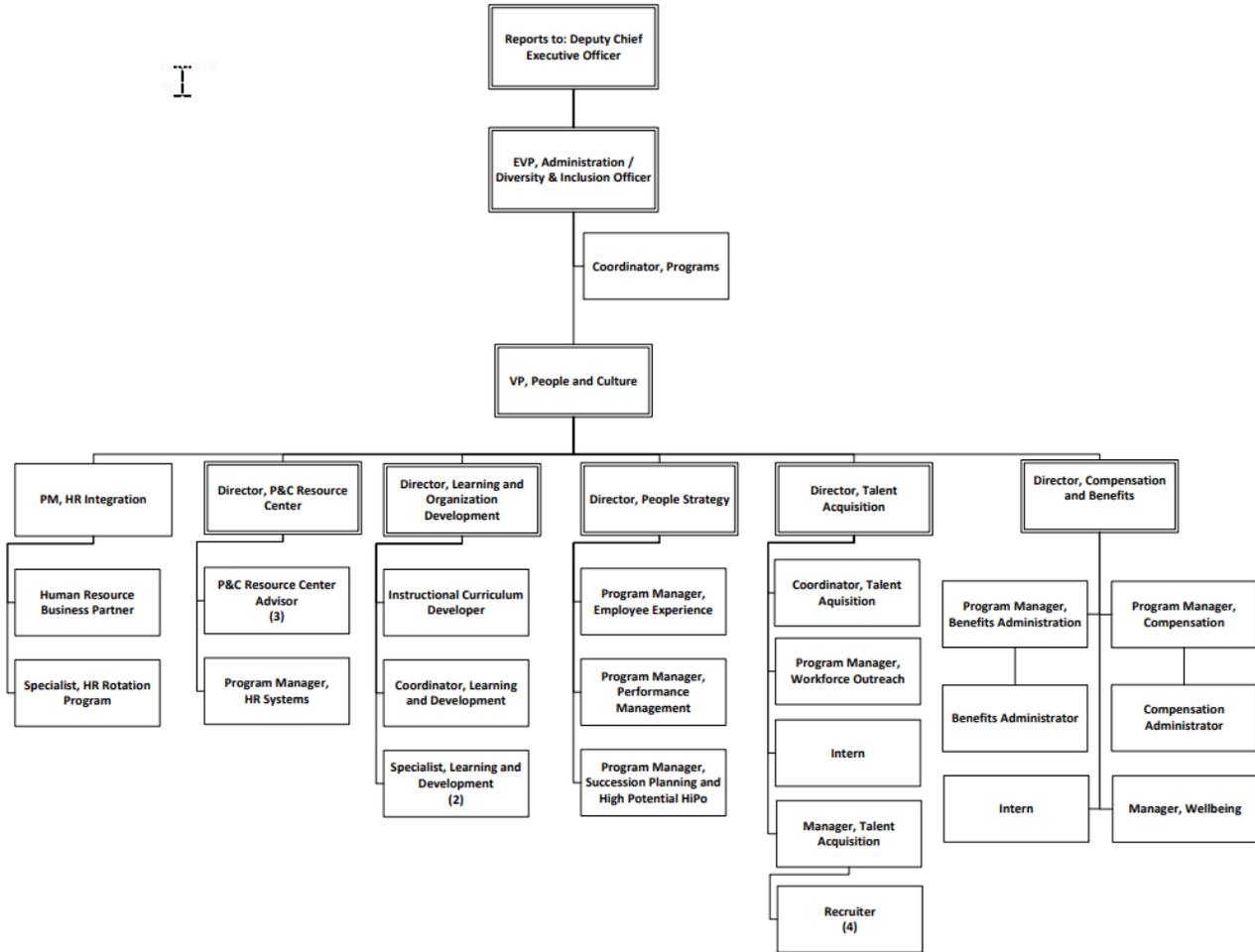
### **Advancing Culture**

In FY2025, our focus on advancing culture involves introducing new ways of working that promote flexibility, collaboration, and innovation to cultivate a thriving environment for professional development. Central to this effort is the establishment of a formal internship program aimed at attracting and nurturing top talent, providing crucial growth opportunities for emerging professionals. We are advancing our P&C operating model to support these changes, demonstrating our commitment to fostering a culture of continuous learning and growth essential for attracting and retaining talent. These initiatives, aligned with our strategic priority of investing in talent, aim to strengthen organizational effectiveness and enhance the employee experience through optimized processes and agile, collaborative practices.

### **Enhance Technology**

In FY2025, our strategic focus is on enhancing employee experiences through streamlined HR processes and technology, aiming to improve efficiency and effectiveness in P&C programs. This initiative aligns with our strategic priorities of strengthening organizational foundations and investing in talent, fostering a culture of continuous improvement and retaining valuable talent. We are prioritizing consistency, accuracy, and security in our HR data governance practices to enhance our ability to make data-informed decisions and build trust among staff in our data processes' integrity. These efforts contribute to a positive employee experience and support our strategic priority of investing in talent. Specific objectives include optimizing P&C programs through technology enhancements and standardizing Oracle's Human Capital Management (HCM) module data governance practices. Offboarding enhancements will commence in the first quarter FY2025, with further improvements planned throughout the year. Expected outcomes include data-driven decision-making to increase organizational effectiveness, comprehensive feedback through updated offboarding surveys to inform strategic retention efforts, streamlined and automated offboarding reporting processes to reduce administrative burden, and robust HCM data governance, ensuring data integrity and compliance for informed decision-making gate risks.

## People and Culture Organization



## Budget Changes

### Salaries and Benefits

Increase of \$731,946 due to job reclassifications and approved performance-based increase to become effective in January 2025, partially offset by transfer of two interns to Demand Response Oversight and reduction of one FTE.

### Other Expenses

Decrease of \$409,237 driven by \$332,510 in Professional Services primarily due to reallocation of background checks and recruiting services to the bus and demand response service providers, and in other professional fees, and \$77,177 in Other Expenses primarily from dues and subscriptions.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$4,059,582	\$4,165,881	\$4,172,489	\$4,897,827	\$731,946	17.6 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>4,059,582</b>	<b>4,165,881</b>	<b>4,172,489</b>	<b>4,897,827</b>	<b>731,946</b>	<b>17.6 %</b>
Professional Services	1,538,164	1,593,354	1,741,754	1,260,844	(332,510)	(20.9)%
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	52,461	7,750	7,500	8,200	450	5.8 %
Utilities	660	1,440	1,440	1,440	-	-
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	593,984	427,162	300,293	349,985	(77,177)	(18.1)%
Lease/Rentals	3,133	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>2,188,402</b>	<b>2,029,706</b>	<b>2,050,987</b>	<b>1,620,469</b>	<b>(409,237)</b>	<b>(20.2)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$6,247,984</b>	<b>\$6,195,587</b>	<b>\$6,223,476</b>	<b>\$6,518,296</b>	<b>\$322,709</b>	<b>5.2 %</b>

## Power Systems

### Functions and Responsibilities

The Power Systems Department is involved in all elements related to CapMetro electrification needs ranging from facilities, charging infrastructure, rolling stock, solar investments and working closely with utility providers in the Austin region. In addition, emerging electrification technology such as micro-grids which are now beginning to expand as possible business models in the United States and globally are also under review. Since several key sustainability projects are clean energy system related, the sustainability responsibilities and staff have moved to this department. The Sustainability team supports CapMetro's goal to become a sustainable transit agency and reduce our environmental and ecological impact while maintaining a high-quality transit system specifically to reach a goal of becoming a net zero carbon organization by 2040. The Sustainability team's primary responsibilities are to support and implement the CapMetro Sustainability Vision Plan and the Sustainability Action Plan, lead CapMetro's clean energy and net zero carbon initiatives, oversee operations environmental regulatory support and environmental management system implementation.

### FY2024 Achievements

Organizational Effectiveness Goals

#### CapMetro Sustainability Project Fund Launched

An agency-wide cooperative effort was launched to identify a comprehensive package of designs and capital projects that are now fully programmed into the 5-year Capital Improvement Plan to support the sustainability goals and reduce climate impact. The projects include integrated zero waste systems, efficient lighting and Heating, Ventilation, and Air Conditioning (HVAC) systems, sustainable landscaping design and implementation, water conservation improvements, and a micro-grid/Battery Energy Storage System to support our transition to renewable energy.

The projects were chosen to:

- Pilot innovations that will show positive, measurable sustainability impacts.
- Be replicable.
- Address a key stated sustainability goal/be measurable (e.g., reduce greenhouse gases, conserve energy, reduce water usage, improve local biodiversity/habitat).
- Provide co-benefits (e.g., reduce operational costs, improve durability and reliability, improve comfort and safety of staff).

#### Sustainable Building and Infrastructure Design Guidance and Criteria

Sustainability Design Guidelines and Criteria have been completed and used to guide new design and construction projects. These Guidelines are being developed through a partnership between CapMetro, Austin Transit Partnership (ATP), Project Connect Office, and City of Austin (CoA) Green Building Program to ensure that capital projects integrate LEED, Envision, Austin Energy Green Building, SITES for sustainable landscaping and Energy Star best practices and design principles to reduce the impacts of our projects. Key capital projects that are being guided by the Guidelines and Criteria include: North Base Demand Response facility, McKalla Station, and the new CapMetro Headquarters campus.

To support this goal, the Sustainability team partnered with CoA and ATP to launch an Envision for Sustainable Infrastructure professional development and training program to increase the Agency's internal knowledge and capacity to build green and sustainable. So far in FY2024, more than 60 CapMetro, ATP, and CoA staff went through an 8-hour professional credentialing workshop (co-led by the Sustainability Officer); more than 17 CapMetro staff completed the workshop and passed the exam and are now credentialed Envision Sustainability Professionals.

## **Sustainability Indicators and Improvements - Metrics and Dashboard Evolution**

The Sustainability team has continually tracked our sustainability metrics from a 2016 baseline and reported them as part of the APTA Sustainability Commitment Program. CapMetro is one of a small (25) group public agencies in North America that has achieved the Gold Level or higher, based on sustainability improvements and commitments. CapMetro has volunteered to be a pilot agency and participate in the updated Sustainability Commitment Program that also includes commitments to social, economic and governance improvements.

The Sustainability team is working with the Organizational Strategy and Projects Department to create a sustainability dashboard and to apply data governance best practices. We have also voluntarily partnered with The Climate Registry to provide transparency and third-party reviews of our Carbon footprint data and reporting.

Here are some of the significant sustainability improvements:

- Water Conservation: A 36% reduction in annual water use compared to 2016.
- Carbon Reduction: A 21% reduction in GHG emissions compared to 2016.
- Fuel use reduction: A 7% reduction in fuel use compared to 2016.
- Renewable Energy Use: 78% of the non-fuel energy used in 2023 was renewable, carbon-free energy.
- Clean Air: A 53% reduction in criteria air pollutants compared to 2016.

## **Environmental Regulatory and Management**

The responsibility for environmental compliance and regulatory oversight was shifted to the Sustainability team in FY2024. A new position was created, and efforts have been initiated to consolidate activities, increase training and auditing, and identify areas for improvement.

## **FY2025 Projects**

Organizational Effectiveness Goals

### **Complete Update to the Sustainability Vision Plan and Action Plans**

Work with the multi-departmental Sustainability team and stakeholders to develop an update to the Sustainability Vision Plan that includes implementation timelines, revised sustainability goals, targets and trendlines based on latest climate and sustainability information and updated Agency Strategic plan and initiatives.

### **Apply to the Updated APTA Sustainability Commitment Program with a Platinum Level Target**

Work with internal Sustainability team to collect data, track initiatives and apply to the updated Sustainability Commitment Program with a Platinum level target.

# Power Systems Organization



## Budget Changes

### Salaries and Benefits

Decrease of \$12,072 from 1 FTE transferred to Facilities Maintenance, 1 FTE transfer from Organizational Strategy and Projects department, and 1 FTE position reclass and approved performance-based pay increase to become effective in January 2025.

### Other Expenses

Increase of \$1,378,332 driven by \$1,138,932 transfer of Professional Services from the Organizational Strategy and Projects department for consultation fees supporting a utility strategy, sustainability, water and nature conservation, and energy efficiencies for public facilities. Materials and Supplies increase by \$200,000 to support zero-waste enhancements that benefit administration, maintenance, and public facilities.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$ -	\$234,437	\$416,895	\$222,365	(\$12,072)	(5.1)%
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>-</b>	<b>234,437</b>	<b>416,895</b>	<b>222,365</b>	<b>(12,072)</b>	<b>(5.1)%</b>
Professional Services	-	503,000	733,479	1,641,932	1,138,932	226.4 %
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	-	-	-	200,000	200,000	N/A
Utilities	-	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	-	18,250	21,025	57,650	39,400	215.9 %
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>-</b>	<b>521,250</b>	<b>754,504</b>	<b>1,899,582</b>	<b>1,378,332</b>	<b>264.4 %</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$ -</b>	<b>\$755,687</b>	<b>\$1,171,399</b>	<b>\$2,121,947</b>	<b>\$1,366,260</b>	<b>180.8 %</b>

# Procurement

## Functions and Responsibilities

The Procurement Department is responsible for the acquisition of all goods, services and construction at fair and reasonable prices, on time and in compliance with sound public purchasing policies and procedures.

### FY2024 Achievements

#### Organizational Effectiveness Goals

#### Procurement Milestones

In Fiscal Year 2024, Procurement awarded over 75 contracts totaling over \$500 million. These included a new contract for contracted bus operations and maintenance and contracts for construction of the Pleasant Valley and Expo Center Park & Rides, which support our objectives of providing safe and reliable transportation service and improving the customer experience.

The McKalla Station completed its construction phase and began service this year.

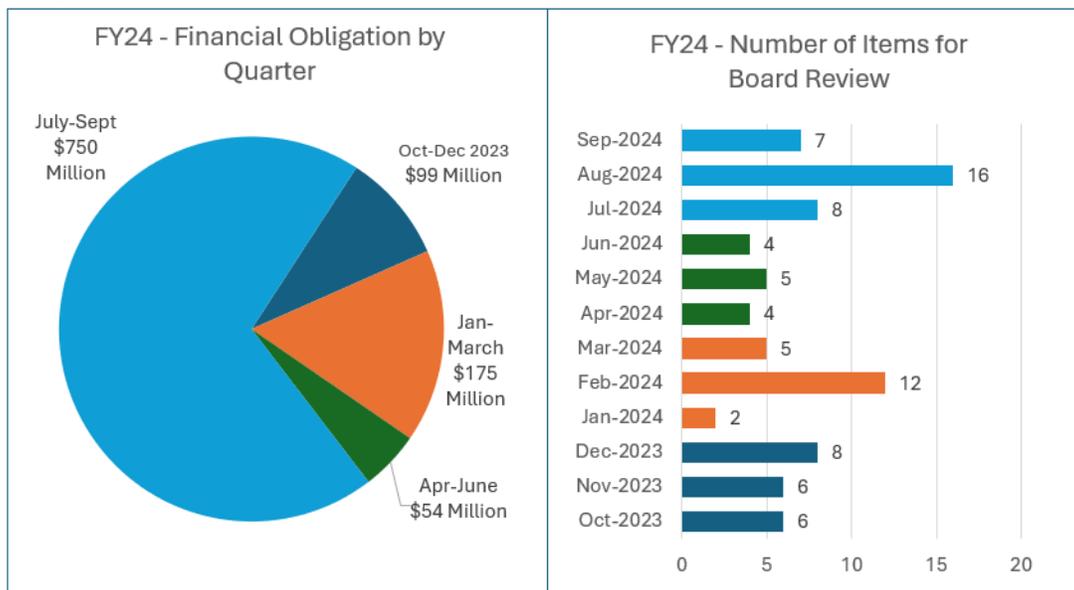
Procurement issued approximately 400 task orders and 300 contract modifications in FY2024, as well as more than 4500 purchase orders totaling more than \$180 million.

More than 8500 bus and vehicle parts were ordered directly by the Small Purchasing team, totaling over \$15.1 million. These parts orders are critical to maintaining our bus fleet in top condition, contributing to our transit system reliability.

CapMetro’s transition to battery electric buses continued with the electrification projects at 2910 and North Ops, which are expected to be completed by the end of FY2024 in support of our objective to transform to carbon-neutral by 2040.

A construction contract for the remodel of the new headquarters building at 3100 E. 5<sup>th</sup> Street is expected to be issued by the end of FY2024.

*The graphics below highlight the financial obligations by quarter and the number of contracts presented to the board by month.*



## FY2025 Projects

### Organizational Effectiveness Goals

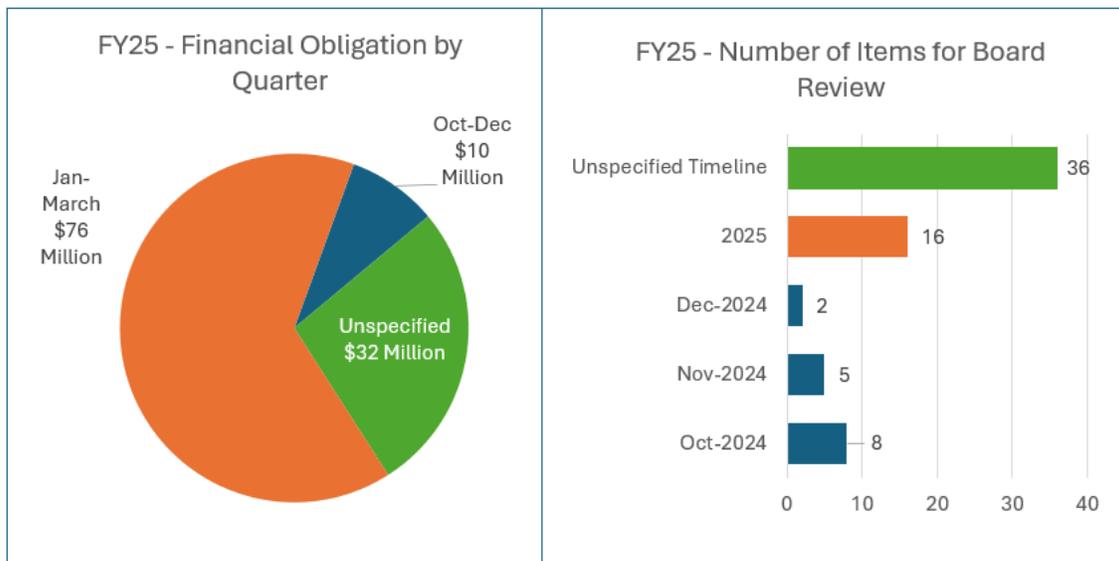
#### Procurement Look Ahead

FY2025 will bring several initiatives for the MetroRail line, starting with a new solicitation for Commuter Rail Operations and Maintenance. Also anticipated are a rail pedestrian crossing at IBM, the Airport/Lamar Red Line Grade separation design, and Double Tracking from Onion Street to East Timbes and Plaza Saltillo.

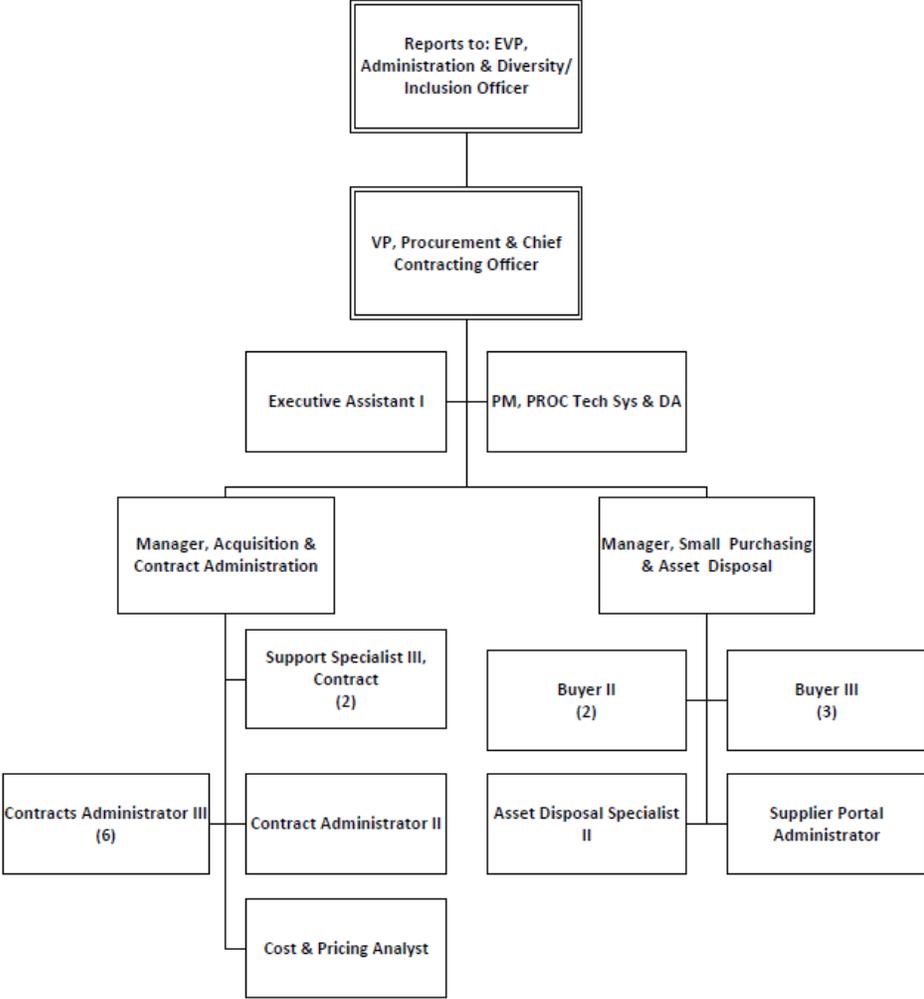
The new headquarters building at 3100 E. 5<sup>th</sup> Street is scheduled for completion and occupation by the end of the year. We expect to solicit and award a contract to construct the new Demand Response facility in FY2025. This will replace existing facilities that are either outgrown or leased with a new, purpose-built facility.

The agency will also undergo a Triennial Review by the Federal Transit Administration in 2025. This review includes a comprehensive look at our procurement policies and practices to ensure compliance with applicable federal requirements and industry best practices.

*The graphics below highlight the anticipated financials by quarter for FY2025 and the number of contracts presented to the board by month. Several items are still in the planning phase and have an unspecified timeline.*



# Procurement Organization



## Budget Changes

### Salaries and Benefits

Increase of \$76,892 due job reclassifications and approved performance-based increase to become effective in January 2025.

### Other Expenses

Decrease of \$20,933 in Other Expenses for seminars, conferences and related expenses.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$2,398,004	\$2,434,231	\$2,434,231	\$2,511,123	\$76,892	3.2 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>2,398,004</b>	<b>2,434,231</b>	<b>2,434,231</b>	<b>2,511,123</b>	<b>76,892</b>	<b>3.2 %</b>
Professional Services	99,560	95,000	117,658	95,000	-	-
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	5,496	7,320	7,320	7,320	-	-
Utilities	-	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	43,922	107,007	107,011	86,074	(20,933)	(19.6)%
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>148,978</b>	<b>209,327</b>	<b>231,989</b>	<b>188,394</b>	<b>(20,933)</b>	<b>(10.0)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$2,546,982</b>	<b>\$2,643,558</b>	<b>\$2,666,220</b>	<b>\$2,699,517</b>	<b>\$55,959</b>	<b>2.1 %</b>

## Project Connect

On November 3, 2020, Austin voters approved the initial investment in the Project Connect System Plan. CapMetro's Project Connect is a transformational expansion of the region's public transit system designed to improve access to essential jobs, health care, and education. Established as a separate organization, the Austin Transit Partnership (ATP) will guide the Project Connect investment with transparency and accountability throughout the program.

As of January 2021, the Project Connect Department activities have been transferred to the Austin Transit Partnership.

# Project Connect Integration

## Functions and Responsibilities

To improve organizational effectiveness, the Project Connect Integration Department components have been decentralized and integrated into their functional areas in the Agency. The staff and expenses have transferred to the following departments: Organizational Strategy and Projects; Capital Construction, Engineering and Design; Systems Engineering and Designs; Power Systems; and Rolling Stock and Support Equipment.

### Budget Changes

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$1,459,079	\$ -	\$ -	\$ -	\$ -	N/A
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>1,459,079</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>N/A</b>
Professional Services	19,691	-	-	-	-	N/A
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	155	-	-	-	-	N/A
Utilities	-	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	36,441	-	-	-	-	N/A
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>56,287</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>N/A</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,515,366</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>

# Public Safety and Emergency Management

## Functions and Responsibilities

The Public Safety and Emergency Management Department’s mission is to ensure the safety of customers and staff and protect CapMetro property while maintaining the integrity of the service. The department provides security and emergency preparedness-related training for CapMetro and service provider personnel to enhance system safety in all areas. The department also continually collaborates with law enforcement and other regional first responders to ensure effective planning for and response to emergencies. The Public Safety and Emergency Management department maintains all security technology-related systems for the agency.

### FY2024 Achievements

#### Community Goals

##### **Conducted Full-scale Rail Exercise at New Q2 Stadium McKalla Rail Station**

This year, we achieved a significant milestone by conducting a full-scale rail exercise at the new Q2 Stadium McKalla rail station. This exercise was an integral part of the Fire Life Safety & Security Certification process required for the station before the commencement of revenue service. Our objective was to complete this exercise ahead of the Austin FC 2024 season opener on February 24, 2024. Planning began six months in advance, involving a collaborative effort among CapMetro Public Safety & Emergency Management, Capital Construction, Engineering & Design, Commuter Rail Operations, Q2 Stadium, Austin Fire, Austin Police Department, and Austin/Travis County EMS. The exercise was successfully carried out on February 2, 2024, three weeks prior to the season opener. Over 125 volunteers participated, simulating pedestrian flows and culminating in a simulated train vs. pedestrian incident. This allowed first responders to practice emergency medical response and evacuation procedures. The successful completion of this exercise ensured that all elements of the station design and commuter rail operation were thoroughly assessed, with any necessary corrective actions identified and addressed before the start of revenue service.

##### **Community Intervention Program**

This year, the Community Intervention program achieved significant progress by building new partnerships and deepening existing ones. Our objective was to establish and enhance relationships with organizations in the Austin region to assist people experiencing homelessness, substance abuse, and mental health challenges. By leveraging these partnerships, we aim to increase the program's effectiveness and efficiency in addressing these critical issues and minimizing their impact on our system. During FY2024, the program strengthened ties with the City of Austin Homeless Services Office, Downtown Austin Community Court, Ending Community Homelessness Coalition (ECHO), and Austin/Travis County EMS. Additionally, we established new relationships with The Sobering Center, a diversion program offering alternatives to jail for intoxicated individuals, and the UT Social Resource Center, which provides fresh food access. As a result, the program engaged with over 500 more people than in the previous year, placing 11 individuals into permanent housing and five into shelters. These accomplishments were made possible through vital support and collaboration with various local agencies and programs.

##### **Public Safety Ambassador Program**

Our public safety ambassadors (PSA) are now fully staffed and positioned to provide greater levels of visibility, assistance, direction and comfort to our frontline staff and customers. Data and feedback from our bus operators and customers guide our efforts. That said, with input received from our bus operators over the past year, we shifted more on-bus hours to an average of 400 per month. As a result, the union and its members have shown their appreciation. Additional actions and achievements include, but are not limited to, an average of 284 bus stop checks, 1767 staff member engagements, 619 facility inspections for unsafe and/or dangerous conditions, loitering, operational security systems and more per month. Each action

provides a more welcoming, comfortable, safer, and more secure environment for our customers, the public, and staff.

## FY2025 Projects

### Organizational Effectiveness Goal

#### **Complete CapMetro Continuity of Operations Plan (COOP)**

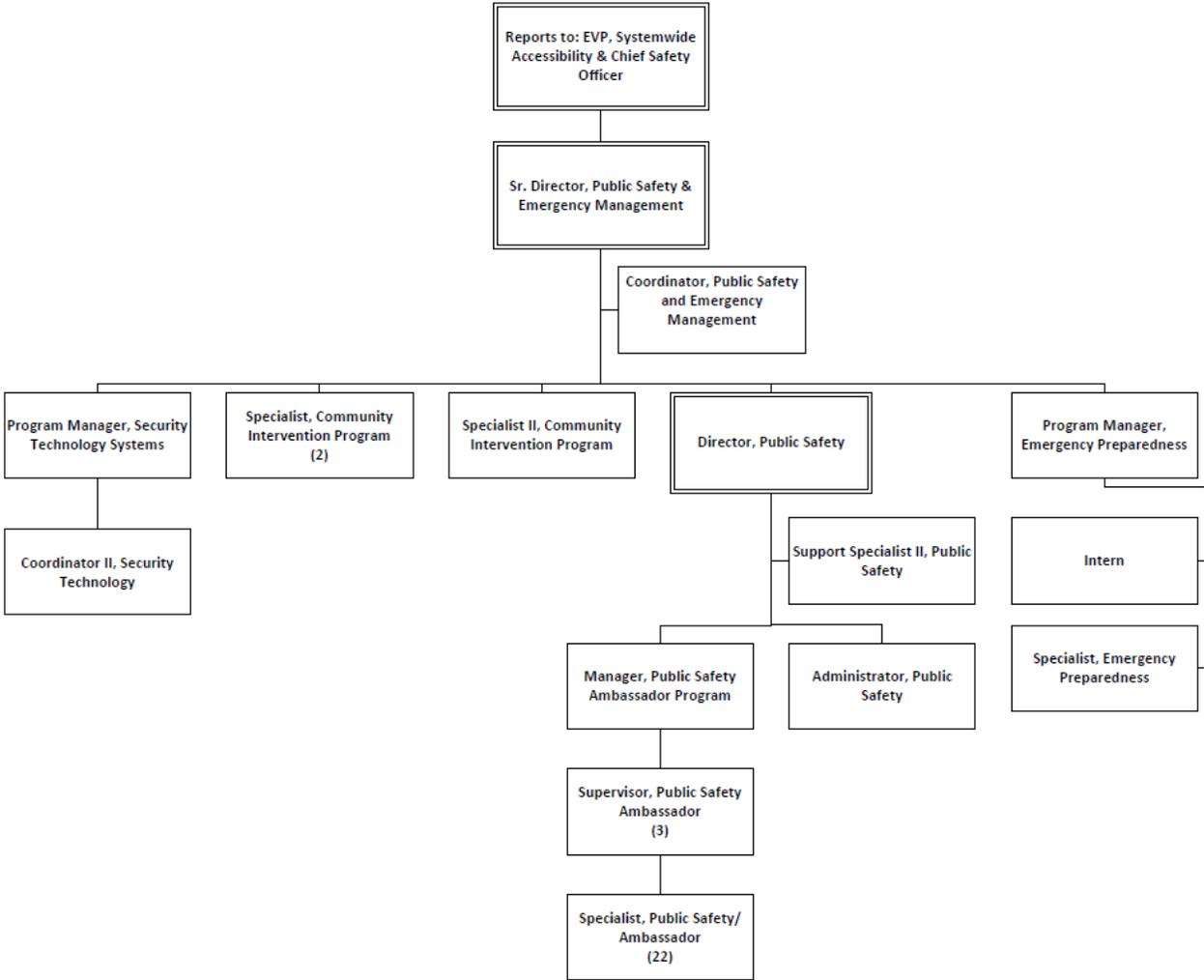
Next year, one of our major projects will be the development of and updated Continuity of Operations Plan (COOP). This comprehensive plan will encompass the entire agency as well as each individual department. Our objective is to complete the COOP and submit it for CEO approval by the end of FY2025. The expected outcomes of this plan are to ensure that CapMetro can continue delivering services in the event of a catastrophic loss of a facility, mode, or regional disaster affecting critical infrastructure. It will also enhance communication and coordination among all levels of leadership and departments within CapMetro. The COOP is essential for maintaining operations during such critical incidents and supports our strategic goal of providing a convenient, desirable, and accessible mobility option for the region and its communities, as well as our strategic objective of offering reliable and safe transit services.

#### **Incorporate Public Safety Elements in All Facility Design, Construction, and Certification**

The primary objective of our project for the upcoming fiscal year (FY2025) is to assist Capital Construction and Engineering Design (CCED) with all new facility projects, ensuring that Security Technology, Operational Security, and Emergency Preparedness are incorporated into project design and operation. To achieve this, we will maintain close support and engagement with CCED throughout the entire year, ensuring that all projects remain on schedule and those slated for completion within FY2025 are finished on time. The expected outcome is that all CCED projects will fully implement the elements of Security Technology, Operational Security, and Emergency Preparedness upon completion, achieving certification through the Safety and Security certification process. FY2025 projects Public Safety and Emergency Management is supporting include but are not limited to:

- New CapMetro Headquarters at 3100 East 5<sup>th</sup> Street
- New Bus Rapid Transit Lines - Pleasant Valley and Expo Center, and the new Park & Ride facilities for those two lines
- New Transit Store at 1705 Guadalupe
- Warehouse at 9715 Burnet Road
- New North Base Demand Response Facility and Central Warehouse
- New South Base Demand Response Facility

## Public Safety and Emergency Management Organization



## Budget Changes

### Salaries and Benefits

Decrease of \$821,215 due to transfer of eleven Dispatchers and one Public Safety Ambassador to the Transit Police Department; partially offset by 0.5 FTE increase due to reclassification of a temporary staff member to permanent basis and approved performance-based increase to become effective in January 2025.

### Other Expenses

Decrease of \$71,823 driven by \$120,316 reduction in Materials and Supplies related to essential staff member emergency kits that were already issued in FY2024 and advertising expenses, and reduction of \$47,500 in Other Expenses; partially offset by \$95,993 contractual increase in Professional Services for security services.

	FY2023 ACTUAL	FY2024 BUDGET	FY2024 FORECAST	FY2025 BUDGET	Var \$ FY2025 vs. FY2024	Var % FY2025 vs. FY2024
Salaries and Benefits	\$4,327,335	\$6,422,616	\$6,794,136	\$5,601,401	(\$821,215)	(12.8)%
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>4,327,335</b>	<b>6,422,616</b>	<b>6,794,136</b>	<b>5,601,401</b>	<b>(821,215)</b>	<b>(12.8)%</b>
Professional Services	1,634,805	2,927,395	3,220,592	3,023,388	95,993	3.3 %
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	30,829	143,484	130,484	23,168	(120,316)	(83.9)%
Utilities	-	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	87,957	66,500	68,000	19,000	(47,500)	(71.4)%
Lease/Rentals	500	1,500	1,000	1,500	-	-
Other Reconciling Items	149,633	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>1,903,723</b>	<b>3,138,879</b>	<b>3,420,076</b>	<b>3,067,056</b>	<b>(71,823)</b>	<b>(2.3)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$6,231,058</b>	<b>\$9,561,495</b>	<b>\$10,214,212</b>	<b>\$8,668,457</b>	<b>(\$893,038)</b>	<b>(9.3)%</b>

## Rail Commuter Operations

### Functions and Responsibilities

The Rail Commuter Operations Department provides management and oversight of regional rail service between Leander and downtown Austin. The service operates 10 commuter trains out of one operations facility in Central Austin, along 32 miles of track that serves 10 stations along this right-of-way. The department manages rail operations strategic planning, rail operations regulatory compliance and risk reduction through post-incident analysis.

### FY2024 Achievements

Customer Goal

#### Service Excellence – Customer Experience

The Rail Commuter Operations Department achieved significant milestones, including the rehabilitation of the TXDOT crossing at Mile Post 61.25 and the installation of a quiet zone at four crossings in the Domain area as part of the McKalla Station construction at Q2 Stadium. Operationally, schedules were revised to provide reliable service with additional trains for heavy ridership to include Q2 event service. The rail dispatch system was upgraded to reduce human error and to relay real-time data from the wayside to the back office. The Clean Oil Test Stencil (COTS) brake program was completed on three Diesel Multiple Units (DMU) and upgraded grade crossing equipment installed at 5 crossings, thereby reducing delays to the public. As part of the PTC Optimization program, the department increased freight train speed from Lakeline Boulevard to FM 620 from 10 MPH to 30 MPH, significantly reducing the time crossings are blocked. Additionally, new wayside signal equipment was installed to mitigate high voltage interference from adjacent Austin Energy transmission lines.

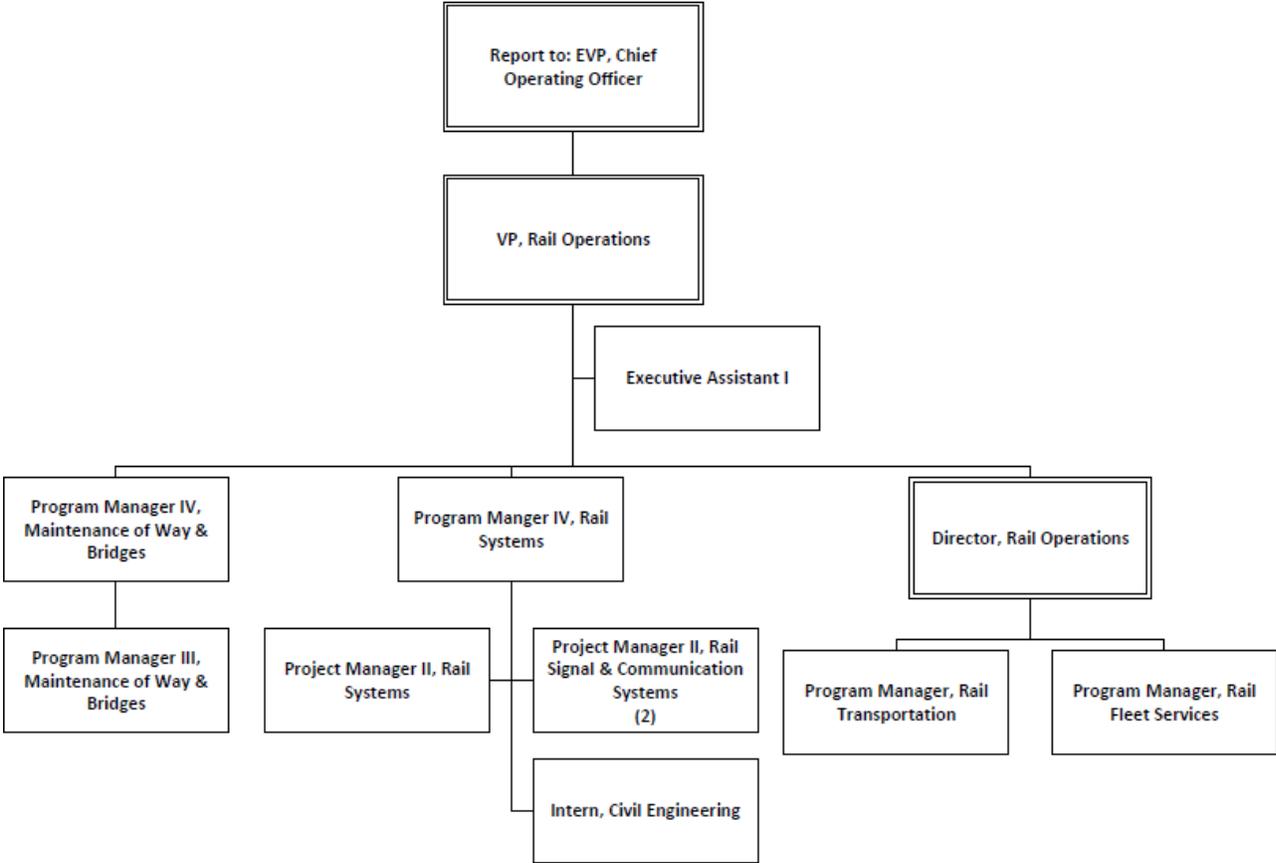
### FY2025 Projects

Organizational Effectiveness Goal

#### Safety and Emergency Management

In FY2025, the Rail Commuter Operations Department will undertake several key projects. A mid-life overhaul of major components and an air filtration system will be completed on the DMU fleet. As part of the state-of-good-repair program, two miles of track undercutting will be performed and one curve with a new track panel will be replaced. Additionally, the team will install two new defect detectors to identify and stop trains with defective rolling stock or unsafe conditions, enhancing safety for the traveling public and rail infrastructure. AEI (Automatic Equipment Identification) readers will be added at key locations along the railroad to track and monitor rail car movement and to build clean, consistent data. Hand-throw switches will be replaced in the North Ops yard with power-operated switches that can be operated remotely, reducing human error and minimizing the risk of personal injury to employees.

# Rail Commuter Operations Organization



## Budget Changes

### Salaries and Benefits

Increase of \$10,200 driven by approved performance-based pay increases to become effective in January 2025, partially offset by a reduction due to the elimination of 0.5 FTE.

### Other Expenses

Decrease of \$3,189,915 driven by contractual decrease of \$2,866,295 in Purchased Transportation due to a reduction of the number of required DMU overhauls in FY2025, no obligatory wheelset replacements, and a small decrease in vehicle service hours. Professional Services reduced by \$291,480 for the completion of the bridge replacement survey. Fuel decrease of \$81,513 is due to reduced service hours while fuel cost per gallon with taxes of \$2.75 for FY2025 represents an increase of \$0.15 per gallon compared to FY2024 budget.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$1,020,932	\$1,532,252	\$1,532,252	\$1,542,452	\$10,200	0.7 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>1,020,932</b>	<b>1,532,252</b>	<b>1,532,252</b>	<b>1,542,452</b>	<b>10,200</b>	<b>0.7 %</b>
Professional Services	386,964	1,033,000	672,229	741,520	(291,480)	(28.2)%
Fuel and Fluids	1,036,805	1,040,284	877,200	958,771	(81,513)	(7.8)%
Materials and Supplies	8,977	3,240	10,800	-	(3,240)	(100.0)%
Utilities	-	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	21,252,103	25,651,835	21,337,600	22,785,540	(2,866,295)	(11.2)%
Other Expenses	41,617	71,125	48,723	123,738	52,613	74.0 %
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>22,726,466</b>	<b>27,799,484</b>	<b>22,946,552</b>	<b>24,609,569</b>	<b>(3,189,915)</b>	<b>(11.5)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$23,747,398</b>	<b>\$29,331,736</b>	<b>\$24,478,804</b>	<b>\$26,152,021</b>	<b>(\$3,179,715)</b>	<b>(10.8)%</b>

# Rail Freight Management

## Functions and Responsibilities

The Rail Freight Management Department is responsible for managing and preserving CapMetro’s railroad assets used for transportation of freight and transit. The department manages approximately 162 miles of railroad right-of-way between Giddings and Llano. Management of the Giddings-Llano rail line is accomplished through a rail freight operator, whose responsibility is to fulfill the common carrier obligations by providing freight service to shippers along the line, as well as implementing marketing strategies to maximize revenue while providing efficient freight service.

### FY2024 Achievements

Organizational Effectiveness Goal

#### Safety and Emergency Management

The Freight Rail Management department achieved significant improvements, including the rehabilitation of the TXDOT crossing at Mile Post 4.32 in Marble Falls. 5,200 ties and 2,000 feet of rail were replaced on the West Subdivision, enhancing the overall track quality. Additionally, 10 miles of track on the West Subdivision and 21 miles on the East Subdivision were tamped, ensuring a smoother and more stable rail surface. The department also completed the replacement of two metal spans on the bridge at Mile Post 52.44, further contributing to the safety and reliability of the rail infrastructure.

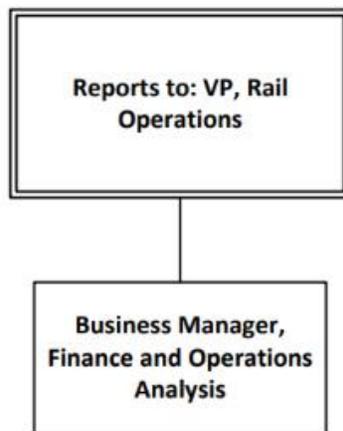
### FY2025 Projects

Organizational Effectiveness Goal

#### Safety and Emergency Management

In FY2025, the Freight Rail Management team will focus on several key projects. The crossing at Mile Post 102.94 in Bertram will be rehabilitated with TXDOT upgrading the crossing by installing flashing lights and gates for enhanced protection. Additionally, the team will replace 4,000 ties across the freight corridor, further improving the track infrastructure and ensuring safer and more reliable rail operations.

## Rail Freight Management Organization



## Budget Changes

### Salaries and Benefits

Increase of \$5,382 due to approved performance-based pay increases to become effective in January 2025.

### Other Expenses

Decrease of \$296,129 mainly driven by the completion of the timber bridge analysis.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$129,928	\$142,840	\$142,840	\$148,222	\$5,382	3.8 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>129,928</b>	<b>142,840</b>	<b>142,840</b>	<b>148,222</b>	<b>5,382</b>	<b>3.8 %</b>
Professional Services	1,638,151	2,014,107	1,974,340	1,717,978	(296,129)	(14.7)%
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	(1,190)	1,000	1,000	1,000	-	-
Utilities	-	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	-	6,100	6,100	6,100	-	-
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>1,636,961</b>	<b>2,021,207</b>	<b>1,981,440</b>	<b>1,725,078</b>	<b>(296,129)</b>	<b>(14.7)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,766,889</b>	<b>\$2,164,047</b>	<b>\$2,124,280</b>	<b>\$1,873,300</b>	<b>(\$290,747)</b>	<b>(13.4)%</b>

## Real Estate and Facility Planning

### Functions and Responsibilities

The Real Estate and Facility Planning Department acquires and manages real property and leases to meet CapMetro's needs and growth and manages licensing within the railroad right-of-way.

### FY2024 Achievements

Customer and Organizational Effectiveness Goals

#### Successful Partnerships on Highway Projects

We partnered with the Texas Department of Transportation to ensure CapMetro's active participation in the design and planning of regional and statewide projects, including the widening of Interstate Highway 35 and US Highway 183.

#### Collaborative Support

We successfully collaborated with state, county, and local governments to support regional shared use paths. These efforts aim to provide people with more options to move throughout their community, increase access to transit, and improve regional mobility.

#### Real Estate Acquisition

This year, we successfully completed several key real estate acquisitions:

- Acquired all easements related to the development of the McKalla Station.
- Acquired 3100 East 5<sup>th</sup> Street to redevelop it as the new CapMetro Headquarters.
- Acquired 5315 East Ben White to be redeveloped as the new South Base Demand Response facility.
- Supported easement acquisitions to facilitate operations on Circle S Drive and East 7<sup>th</sup> Street.
- Acquired 621 Pleasant Valley Rd to preserve space for future investments adjacent to the railroad right of way

### FY2025 Projects

Organizational Effectiveness Goal

#### Digital Real Estate Catalog

In FY2025, we will continue the redevelopment of our real estate property catalog in a digital format. This project aims to modernize and streamline our property management processes by creating a comprehensive and accessible digital database.

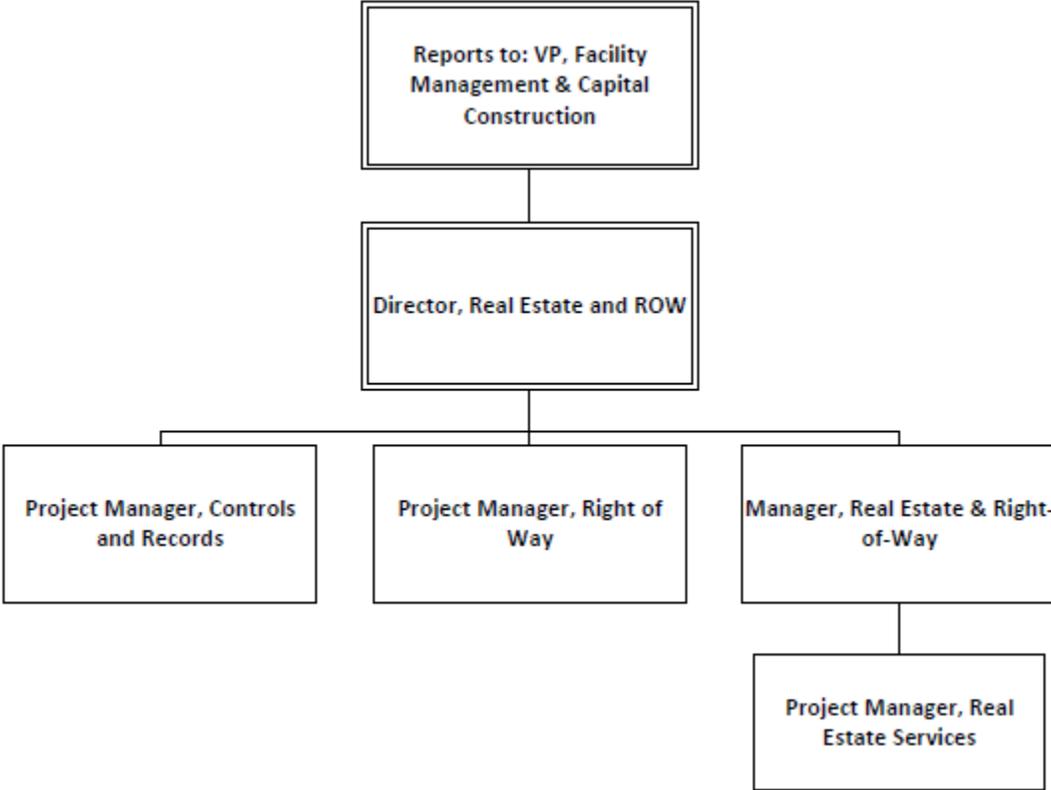
#### Deed Research and Survey Project

Next year, we will implement Phase 2 of the Deed Research Project to confirm CapMetro's ownership of the approximately 13.53-mile proposed Green Line segment of the Giddings-Llano Rail line. Additionally, we will obtain an updated survey of the Giddings-Llano Line, as the current survey, excluding the existing Red Line and proposed Green Line, dates to the early 1900s.

#### Real Estate Property Management Software Upgrade

We plan to embark on a project to upgrade our real estate property management software program. Our current software has reached the end of its contractual term limits, necessitating the transition to a more modern and efficient system. This upgrade aims to enhance our property management capabilities and streamline our operations for greater efficiency and effectiveness.

## Real Estate and Facility Planning Organization



## Budget Changes

### Salaries and Benefits

Increase of \$39,256 due to approved performance-based pay increase to become effective in January 2025.

### Other Expenses

Decrease of \$373,733 driven by a \$345,075 reduction in Lease/Rentals for facilities leases.

	FY2023 ACTUAL	FY2024 BUDGET	FY2024 FORECAST	FY2025 BUDGET	Var \$ FY2025 vs. FY2024	Var % FY2025 vs. FY2024
Salaries and Benefits	\$621,329	\$649,040	\$649,040	\$688,296	\$39,256	6.0 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>621,329</b>	<b>649,040</b>	<b>649,040</b>	<b>688,296</b>	<b>39,256</b>	<b>6.0 %</b>
Professional Services	200,699	505,500	298,342	412,342	(93,158)	(18.4)%
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	259	6,500	6,500	6,500	-	-
Utilities	380	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	180,373	40,054	132,554	104,554	64,500	161.0 %
Lease/Rentals	1,513,189	4,292,046	3,979,597	3,946,971	(345,075)	(8.0)%
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>1,894,901</b>	<b>4,844,100</b>	<b>4,416,993</b>	<b>4,470,367</b>	<b>(373,733)</b>	<b>(7.7)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$2,516,230</b>	<b>\$5,493,140</b>	<b>\$5,066,033</b>	<b>\$5,158,663</b>	<b>(\$334,477)</b>	<b>(6.1)%</b>

# Rolling Stock and Support Equipment

## Functions and Responsibilities

The Rolling Stock and Support Equipment (RSSE) Department ensures the agency has the appropriate vehicles to serve its customers. RSSE's primary responsibilities include acquiring the right fleet by coordinating with Bus Operations and Maintenance to identify vehicle needs and developing new vehicle specifications that meet ridership demands, accessibility standards, passenger comfort, and operational efficiency, focusing on the latest green technologies. RSSE manages the entire acquisition process, from developing specifications and soliciting proposals to negotiating contracts and overseeing projects. A critical responsibility of RSSE is engaging with stakeholders to ensure the Project Connect Light Rail program aligns with CapMetro's mission.

## FY2024 Achievements

### Organizational Effectiveness Goals

#### **Automated Yard Project – Phase 1**

The Automated Yard Project, a Federal Transit Administration (FTA) participation project, has made significant progress. Demonstration 1 successfully completed the autonomous navigation of the North Ops Yard with a Cutaway vehicle. Demonstration 2 is on track to showcase the autonomous navigation, bus wash, and charging capabilities for the New Flyer battery electric bus (BEB).

#### **Alternate Technology Evaluation**

A key achievement in alternate technology evaluation has been the exploration of hydrogen fuel cell electric buses (FCEBs). We conducted a feasibility study via a pilot program and coordinated with the FTA for a Hydrogen Electric Fuel Cell bus pilot. We partnered with the University of Texas on hydrogen fuel research and collaborated with industry partners to assess fuel costs and perform a cost-benefit analysis based on the current fleet.

#### **Fall Protection**

The Board of Directors has approved the installation of new fall protection systems at CapMetro's bus maintenance facilities. This initiative is essential for ensuring the safety of workers performing tasks on top of diesel and electric vehicles.

#### **GIS/Documentation/Software**

A significant achievement was the development of the CapMetro Rapid Geographic Information System (GIS). This system is designed to keep the Rapid project progress up to date, centralize the storage of all relevant project documentation, and facilitate coordination between the City of Austin and the Austin Transit Partnership (ATP) team. Additionally, successful coordination with the Bus Operations, Maintenance, and Information Technology Departments was achieved to understand and update software needs, thereby streamlining operational efficiency.

## FY2025 Projects

### Organizational Effectiveness Goals

#### **Hydrogen Pilot**

In FY2025, we are embarking on the Hydrogen Pilot project, which involves a comprehensive evaluation of hydrogen FCEBs and coordination with Strategic Planning and Bus Operations and Maintenance groups for revenue service simulations. Key components of this project include the development of specifications, conducting reliability and maintenance evaluations, and assessing the feasibility of FCEBs as a replacement option for the diesel fleet. Additionally, we will evaluate existing maintenance facilities and infrastructure to identify necessary changes for incorporating an FCEB fleet. Finally, the project will include the identification and setup of essential training and workforce development programs.

#### **Sustainable Energy Resilience**

We will prioritize the continuous evaluation of the Microgrid Study and the utilization of photovoltaic systems to enhance energy resilience. This project emphasizes our commitment to sustainable energy practices and resilience planning, ensuring that CapMetro remains equipped to withstand and adapt to evolving energy challenges.

#### **Commissioning and Acceptance of Remaining Battery Electric Buses**

We will focus on the commissioning and acceptance of the remaining battery electric buses, which include Proterra buses from Phoenix Motor, Inc., and New Flyer buses.

#### **New chargers and In-line Charging Infrastructure**

A key project will focus on installing and commissioning new chargers and in-line charging infrastructure. This project will involve several critical components, including the evaluation of charging infrastructure and necessary software for monitoring purposes. Additionally, there will be coordination with Bus Operations and Maintenance and Strategic Planning Departments to derive fleet route and schedule management based on BEB charge and range characteristics. Furthermore, collaboration with Bus Maintenance and charger manufacturers will be essential to establish maintenance and warranty criteria, and software licensing requirements.

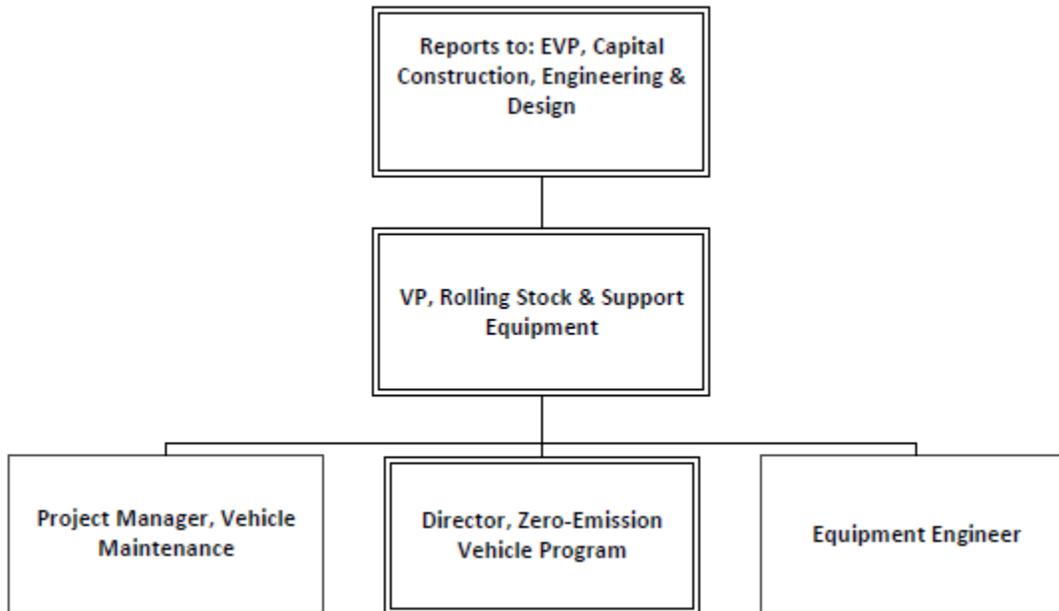
#### **Strategic Alignment in Light Rail Development**

A pivotal project involves ongoing support and coordination with key stakeholders, including the City of Austin, Austin Energy, and the ATP team, to ensure that the design and implementation of the Light Rail Programs align with CapMetro's plans for operation of the light rail system. This multifaceted endeavor encompasses various crucial aspects such as the selection of light rail vehicles, right-of-way design, station placements and configurations, operations and maintenance facility plan, and the power and signaling systems utilized. By fostering collaboration and alignment among these entities, we aim to facilitate the seamless execution of the Light Rail Programs in a manner that optimally serves the needs of CapMetro and the community it serves.

## Securing Sustainable Funding: Low or No Emission Grant Programs

A critical project will involve the identification of Low or No Emission Grant Programs or other funding mechanisms to support CapMetro's various programs. This initiative aims to secure essential grants and funding opportunities that align with CapMetro's sustainability goals and initiatives. By actively seeking and applying for such grants, we can ensure the continued advancement and implementation of environmentally friendly transportation solutions while effectively managing financial resources.

## Rolling Stock and Support Equipment Organization



## Budget Changes

### Salaries and Benefits

Increase of \$398,826 for 3 FTE transfers from the Bus Operations and Maintenance and the Organizational Strategy and Projects Departments from activity realignment and approved performance-based pay increase to become effective in January 2025.

### Other Expenses

Increase of \$51,255 in Other Expenses to support travel for fleet acquisitions previously in the Bus Operations and Maintenance, and the Organizational Strategy and Projects Departments.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$ -	\$235,480	\$391,056	\$634,306	\$398,826	169.4 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>-</b>	<b>235,480</b>	<b>391,056</b>	<b>634,306</b>	<b>398,826</b>	<b>169.4 %</b>
Professional Services	-	500	500	222	(278)	(55.6)%
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	-	-	-	-	-	N/A
Utilities	-	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	-	18,250	17,250	69,783	51,533	282.4 %
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>-</b>	<b>18,750</b>	<b>17,750</b>	<b>70,005</b>	<b>51,255</b>	<b>273.4 %</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$ -</b>	<b>\$254,230</b>	<b>\$408,806</b>	<b>\$704,311</b>	<b>\$450,081</b>	<b>177.0 %</b>

## Safety

### Functions and Responsibilities

The Safety Department is responsible for addressing operational, construction, environmental, and industrial safety-related matters accomplished through the development and implementation of related programs and oversight activities. The department is also responsible for the implementation of Federal Transit Administration's Safety Management Systems for the agency.

### FY2024 Achievements

Organizational Effectiveness, Customer, and Workforce Goals

#### Safety and Security

This year, we achieved significant milestones in safety and security. We received Board approval for CapMetro Agency Safety Plan Rev.02, ensuring compliance with federal regulations. Additionally, we developed the agency's safety and security certification program plan, designed to minimize costly retrofitting by proactively addressing hazards and vulnerabilities in major capital projects. We also completed the Safety & Security Certification of the McKalla Station to ensure its readiness for public use. Furthermore, we provided quarterly Joint Labor/Management Safety Committee meetings to mitigate risk and improve the safety of CapMetro's public transportation and health in the workplace.

### FY2025 Projects

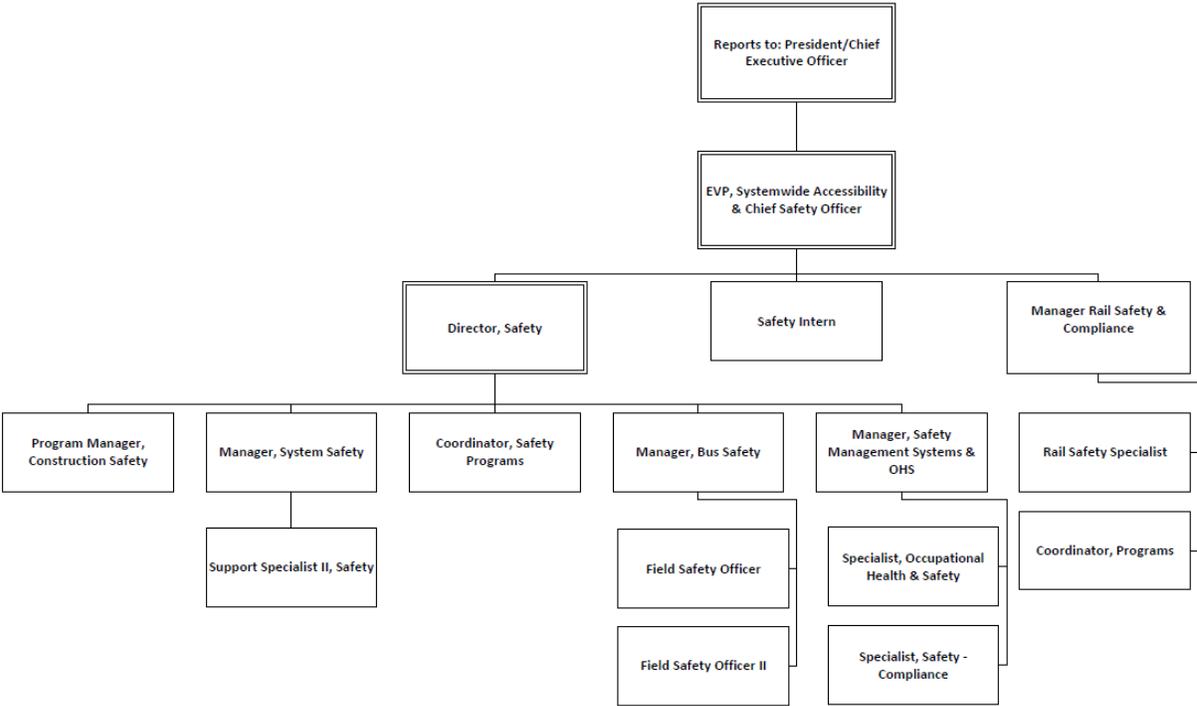
Organizational Effectiveness and Customer Goals

#### Safety and Training

Next year, we will refine safety data and implement a data-sharing strategy to assist the agency in making informed, data-driven decisions. We will continue to implement the management of change process to ensure agency sustainability, regardless of changes in business goals, employee and customer expectations, or software. Additionally, we will educate and train employees on safety culture and the safety management system. Furthermore, we will continue to promote and encourage non-punitive reporting of safety concerns through the Employee Safety Reporting System (ESRS).

The project-specific objectives include developing an agency-wide safety training program by March 30, 2025, and creating Safety Management of Change (MoC) Standard Operating Procedures by December 30, 2024. Additionally, educational sessions, such as training, lunch and learn events, and a mock promotion campaign, will be conducted by June 30, 2025. Another key objective is collaborating with service providers to conduct monthly safety promotions of the Employee Safety Reporting System (ESRS).

## Safety Organization



## Budget Changes

### Salaries and Benefits

Decrease of \$87,693 due to transfer of one FTE to Transit Police Department and another to Demand Response Oversight Department, partially offset by an approved performance-based increase to become effective in January 2025.

### Other Expenses

Decrease of \$84,390 primarily driven by reduction of \$52,890 in Other Expenses related to consultation fees, advertising/promotion media and seminar-related expenses and reduction of \$30,500 in Materials and Supplies related to other supplies.

	FY2023 ACTUAL	FY2024 BUDGET	FY2024 FORECAST	FY2025 BUDGET	Var \$ FY2025 vs. FY2024	Var % FY2025 vs. FY2024
Salaries and Benefits	\$1,478,541	\$1,847,235	\$1,847,235	\$1,759,542	(\$87,693)	(4.7)%
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>1,478,541</b>	<b>1,847,235</b>	<b>1,847,235</b>	<b>1,759,542</b>	<b>(87,693)</b>	<b>(4.7)%</b>
Professional Services	86,348	301,000	301,000	300,000	(1,000)	(0.3)%
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	75,277	43,000	25,000	12,500	(30,500)	(70.9)%
Utilities	1,240	480	480	480	-	-
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	83,757	227,625	214,425	174,735	(52,890)	(23.2)%
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>246,622</b>	<b>572,105</b>	<b>540,905</b>	<b>487,715</b>	<b>(84,390)</b>	<b>(14.8)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$1,725,163</b>	<b>\$2,419,340</b>	<b>\$2,388,140</b>	<b>\$2,247,257</b>	<b>(\$172,083)</b>	<b>(7.1)%</b>

## Strategic Planning and Development

### Functions and Responsibilities

The Strategic Planning and Development Department functions are currently divided into five major areas of responsibility: Service Planning and Scheduling, Regional Planning, Transit-Oriented Development, Metropolitan Mobility and Service Analysis. Each function is designed to support the planning, development, evaluation, and delivery of public transportation solutions and infrastructure.

### FY2024 Achievements

Customer, Organizational Effectiveness, and Community Goal

#### CapMetro Bikeshare

Aimed to enhance accessibility and connectivity with increased access to bikeshare stations and increased ridership. The CapMetro Board approved a new bikeshare vendor in early 2024 to completely replace all bikeshare stations and bikes. All stations now feature all-electric pedal assist e-bikes, a new CapMetro bikeshare app and new docks. Additionally, the CapMetro Bikeshare team worked on the Strategic Expansion Plan to guide the expansion of the program for the next ten years.



#### Dove Springs Pickup

Pickup served its one millionth customer on April 1st, 2024. Since Dove Springs Pickup launched in January 2024, it successfully met the goal to “work to establish a new Pickup zone for our Dove Springs neighbors in Southeast Austin, which we are hoping to launch in January 2024,” as outlined in the FY2024 budget. Since the launch, Pickup Dove Springs passenger growth has risen faster than any previously launched Pickup zone. Within 11 weeks, Pickup Dove Springs was serving up to 129 riders per day. The next best performing zone took 1 year and 1 month to reach that daily ridership. Pickup Dove Springs has had 218% more riders in its first 11 weeks of service than the next best performing zone in its first 11 weeks of service.



## Lakeline Transit Oriented Development (TOD) public/private real estate development partnership

Created a partnership with Sabot Development which includes 378 apartments, 7,200 square feet of ground floor retail, and a seven-story medical office building. This TOD provides greater access to jobs, services and opportunities for transit riders. The customer promenade features wide accessible sidewalks, improved lighting, traffic calming devices, landscaping, a bike path and new signage, all without any financial contribution by CapMetro. The seven-story medical office building should increase reverse commutes for bus and rail service which is good news for Lakeline ridership.



## Federal Discretionary Grants

The Planning team has been instrumental in leading CapMetro's discretionary grant strategy and program. Since 2021, CapMetro has received nearly \$119 million in non-formula grant funding from the FTA, DOT, and FEMA. This includes \$45.9 million in federal discretionary grants strategy and delivery, \$7.5 million in congressionally directed spending, and \$65.6 million in CIG Small Starts. Much of the agency's success in winning funds is attributed to the technical leadership of the planning team.

In Spring 2024, CapMetro won its fifth (and fourth consecutive) FTA TOD Pilot Program grant. CapMetro Planning won \$1.5 million with a 100% Federal match for the Crestview Station mobility study, in collaboration with Austin Housing Finance Corporation's Ryan Drive affordable housing development. This brings the total FTA TOD grant support to \$4,650,000.



For the remainder of FY2024, the Planning team completed the CRISI Grant application for the 50-100% design of the Red Line grade separation at Airport and North Lamar Boulevards, as well as the Innovative Finance and Asset Concession Grant Program to facilitate and evaluate public-private partnerships on the next TOD site.

## Transit Development Plans

The Regional Planning team completed two updated Transit Development Plans (TDPs) in FY2024 for Travis County and City of Georgetown. TDPs identify transit service needs and assist in developing transit alternatives and financing. The Plan includes reviewing existing conditions and plans, community/customer/stakeholder outreach, and providing transit service alternatives with cost analysis and estimates. A TDP is approximately a 10-month process after approvals and procurement.

## Transit Speed and Reliability Program

The Transit Speed and Reliability program aims to integrate best practices in bus stop placement and design into the City of Austin right of way to optimize safety, accessibility, reliability, and speed of transit service. The target is to construct or improve 10% or at least 30 bus stops per year, construct three spot improvements (i.e., intersection improvements), and one corridor improvement. For FY2024, the team reconstructed 33 bus stops and improved several major intersections, for instance at 12<sup>th</sup> Street and Airport Boulevard, where the team created queue jump to facilitate speed and reliability and incorporated a bicycle facility for enhanced safety and mobility. In collaboration with the CapMetro Rapid Pleasant Valley and Expo Center project, the team designed three intersection improvements to the Lighthouse to the Blind. Lastly, the team delivered corridor improvements on 12<sup>th</sup> Street, Salt Springs Road, Barton Springs Road, and San Jacinto and Trinity Streets.



## Red Line Trail Feasibility Study

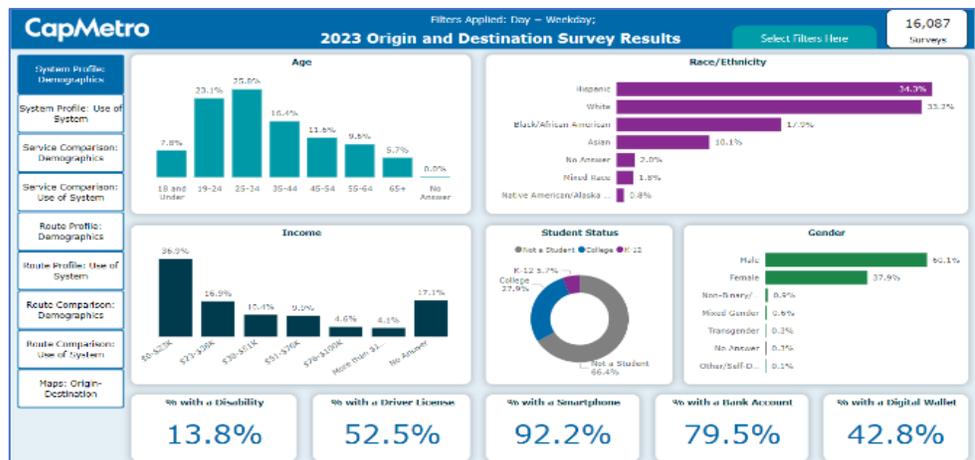
The team successfully delivered the Red Line Trail Feasibility study, which provides design guidelines, standard operating procedures, and recommendations to adjacent entities to guide Red Line Trail design and construction. This project demonstrates successful community and interdepartmental support.

## Ridership Projection Model

Strengthened organizational foundations through improved service analysis, which was completed through a custom-built ridership projection model with updated input data. The team improved accuracy with updated rider categories with the 2023 Origin and Destination Survey data, fostered successful interdepartmental collaboration, and delivered ridership projections to keep agency-wide operating budget schedule on track. The projected ridership for 2025 is close to 28 million riders. This is a 9.7% growth from the 2024 projected ridership of 25.5 million riders.

## Enterprise Data Analytics Platform

The team assisted in the delivery of the Enterprise Data Analytics platform, which is available on the CapMetro website's Performance Corner. This deliverable creates additional dashboards for self-service access to data for CapMetro staff to answer



transit-related questions. One of several dashboards created by the team is the OTP Drilldown Dashboard, which allows on-time performance data at Time Point, Trip Time, Direction, Time of Day and Driver ID level to better understand the possible causes of on-time performance issues. Another is the Passenger Load Dashboard, which allows for tracking bus loads based on service standards and guidelines load limits, pinpointing along the routes where loads may be reaching capacity for staff decision making.

## Transit Signal Priority

The team collaborated with the City of Austin on the upgrade of Transit Signal Priority (TSP) to reduce trip travel times and increase service reliability along major transit corridors by analyzing trip and transit signal data. Key deliverables include analysis of Trip Travel Times of Rapid Routes 801 and 803 to understand how average trip travel times have changed before and after TSP implementation, as well as report on Transit Signal Event Log data that helps identify how often TSP requests are being granted and the volume of requests received/granted by each signal.

## FY2025 Projects

Community, Customer, and Organizational Effectiveness Goals

### Project Connect

An early 2025 start is envisioned for CapMetro's two newest Rapid services routes. This includes high-frequency service serving over 80 new stations and will provide necessary connectivity and improved access to Northeast, East and Southeast parts of the community. While in operation, work will continue to construct two new Park & Ride facilities - each incorporating in-line charging for Battery Electric Buses (BEB). Additionally, upgrades to current Bus Operations and Maintenance facilities will work to support BEBs.

### Transit Oriented Development (TOD) Implementation Plan

Establish a TOD pipeline and internal TOD implementation plan to guide future investments and partnership opportunities. For FY2025, the focus is on preparing the next TOD pilot site for market assessment and the RFQ process. The ETOD team will continue to work with our City partners at the Austin Housing Finance Corporation on developing the Crestview Station TOD and Mobility Study, funded by the 2023 FTA TOD Pilot Program grant.

### Transit Priority Lanes

Improve speed and reliability for CapMetro Rapid service by installing transit priority lanes along San Jacinto and Trinity from MLK Jr. Boulevard to 4<sup>th</sup> Street as part of the Expo Center Rapid project. CapMetro, the City of Austin, the State of Texas, and multiple stakeholders are collaborating to install the transit priority lanes this fall prior to the beginning of revenue service for the Expo Center line. These lanes will provide transit priority for the new route 800 Expo Center Rapid service and the existing 9 routes that use this corridor. This will result in safer, faster, more reliable service.



### Broadmoor Station

Design and construction of the new Broadmoor Station on the CapMetro Red Line and bus stop at the Uptown ATX development site via a public-private partnership with Brandywine Realty Trust. This project will improve access to jobs, services and opportunities and continue to improve the customer experience. Currently, the City of Austin site development permit technical reviews are complete, 19 legal agreements with multiple stakeholders have been executed or are in progress. Construction is anticipated to start in 2024.



## CapMetro Bikeshare Expansion Plan and National Transit Database (NTD)

Implement the 10-year projected Bikeshare Expansion Plan for bikeshare stations serving new communities, as well as attaining the goal of 25% of existing stations to be tied to the grid to allow for charging of e-bikes in the stations.

The Service Analysis Team will be focused on fulfilling the 2025 NTD APC Recertification Project, which is required by the FTA every three years with 2025 being a mandatory year with data collection on Motor Bus, Commuter Bus, and Hybrid Rail. The timeline is ongoing throughout FY2025 and filing the report by September 30, 2025. The team is anticipating approval from the FTA for continued use of APC for reporting unlinked passenger trips and passenger miles travelled.

## Transit Plan 2035

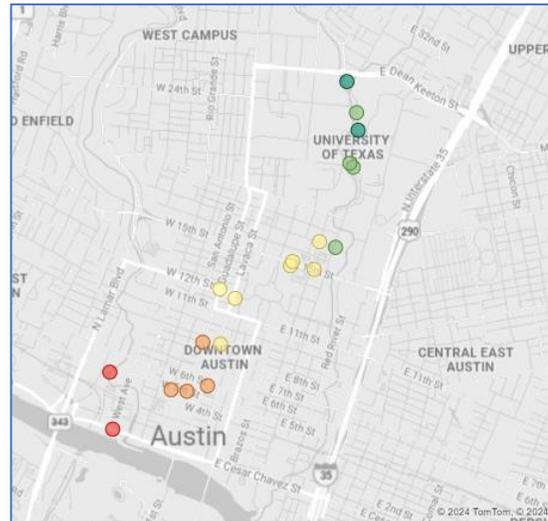
The Service Planning team began preliminary work to update CapMetro's Transit Plan 2035 in Fall 2023. The Planning team held an interdepartmental agency kickoff meeting for Transit Plan 2035 on April 3, 2024. Transit Plan 2035 is a strategic service plan that establishes a multi-year service framework with detailed technical analyses, extensive community engagement and phased implementation. This plan will seamlessly coordinate CapMetro Rail, CapMetro Bus, CapMetro Access and Pickup services, with phased recommendations for implementation in the first 5 years, similarly at 10 years with the implementation of light rail, and a set of long-term vision plans beyond light rail. Transit Plan 2035 is an 18-month planning process that aims for plan adoption from CapMetro's Board of Directors in September 2025.

## Grants Strategy Playbook

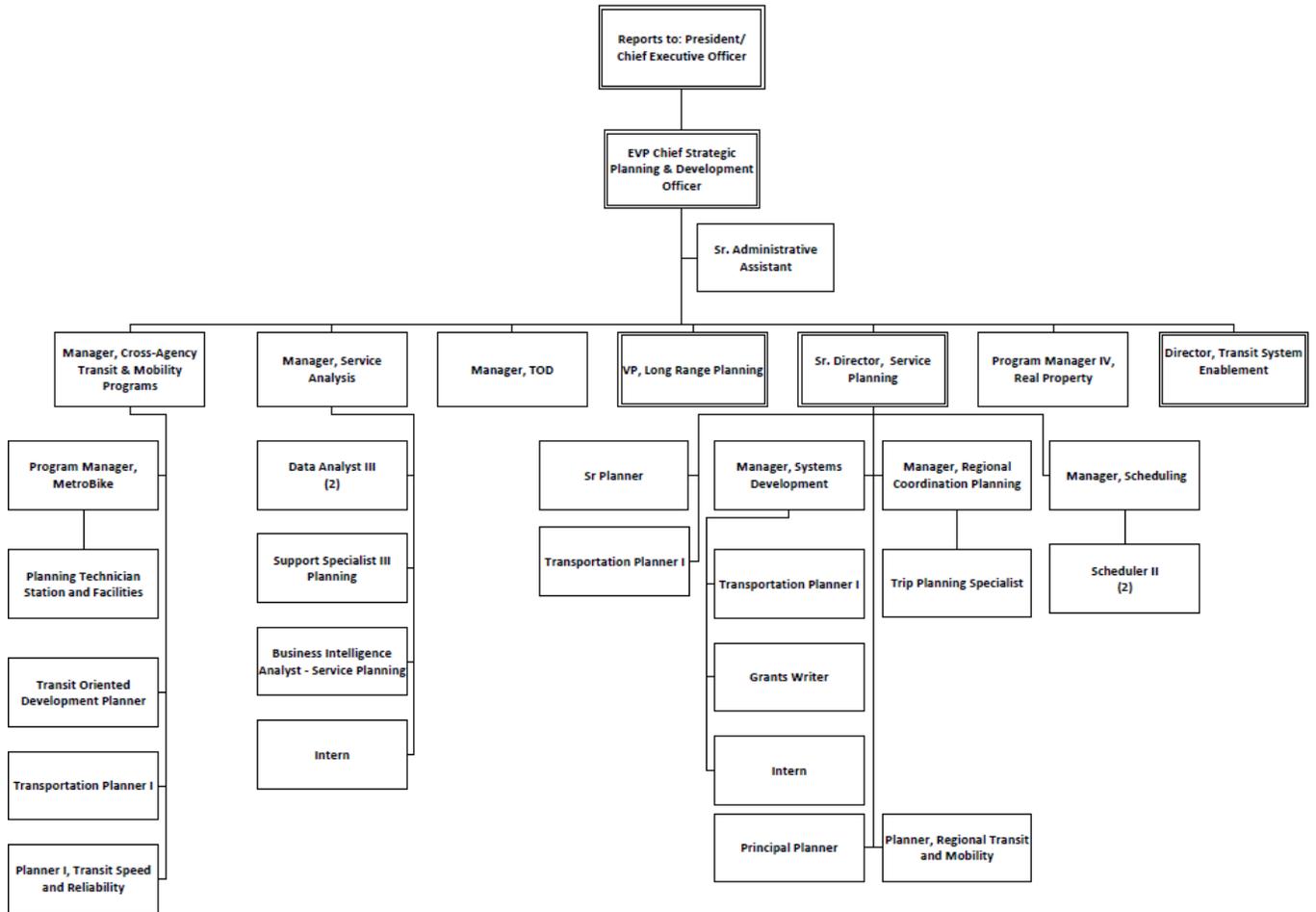
In 2025, Planning will develop a Grants Strategy Playbook that will align with CapMetro's 5-year and 10-year Capital Improvement Plan. This will elevate CapMetro's grant framework from a case-by-case response into a strategic framework that will maximize funding opportunities, ensure that CapMetro's grant-seeking efforts are closely aligned with its organizational goals and mission, optimize resource to effectively pursue grants with the highest potential for success and impact, enhance competitiveness, diversify funding sources beyond traditional revenue streams, build internal capacity for grant-seeking and management, and establish framework that will contribute to CapMetro's long-term financial sustainability by refining its grant strategy in response to changing funding opportunities and organizational priorities.

## Ridership and On-time Performance

The Service Analysis Team will be focused on cross-department collaboration to support completion of CAD/AVL/APC & farebox-vaulting replacement. These projects directly impact ridership and on-time performance reporting, and the team will support project activities providing subject matter expertise and staff resources during implementation and testing as the new systems move into production. The timeline is ongoing throughout FY2025 as these are long-term projects.



## Strategic Planning and Development Organization



## Budget Changes

### Salaries and Benefits

Increase of \$249,673 due to an overall increase of 0.5 FTEs with the addition of 2 FTEs transferred from Organizational Strategy and Projects, the transfer of 1 FTE to Demand Response Oversight and the elimination of 0.5 FTE, and the approved performance-based pay increase to become effective in January 2025.

### Other Expenses

Decrease of \$807,963 driven by a reduction of \$854,620 in Professional Services due to the completion of the service equity analysis, the Bikeshare strategic expansion plan phase II, Red Line trail study and the Bergstrom Spur transit feasibility study, as well as a timing adjustment to the Orange and Blue Line ETOD strategy framework expenses.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$2,660,999	\$3,387,939	\$3,528,372	\$3,637,612	\$249,673	7.4 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>2,660,999</b>	<b>3,387,939</b>	<b>3,528,372</b>	<b>3,637,612</b>	<b>249,673</b>	<b>7.4 %</b>
Professional Services	3,201,917	4,703,824	4,016,302	3,849,204	(854,620)	(18.2)%
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	6,365	32,000	32,000	14,500	(17,500)	(54.7)%
Utilities	4,000	5,760	5,760	8,160	2,400	41.7 %
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	159,650	193,508	220,300	255,265	61,757	31.9 %
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	577,522	1,000,000	1,000,000	1,000,000	-	-
<b>TOTAL OTHER EXPENSES</b>	<b>3,949,453</b>	<b>5,935,092</b>	<b>5,274,362</b>	<b>5,127,129</b>	<b>(807,963)</b>	<b>(13.6)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$6,610,452</b>	<b>\$9,323,031</b>	<b>\$8,802,734</b>	<b>\$8,764,741</b>	<b>(\$558,290)</b>	<b>(6.0)%</b>

## Systems Engineering and Designs

Formerly CBTC Signals and Operational Networks

### Functions and Responsibilities

The Systems Engineering and Designs Department is responsible for designs that support rolling stock and interface with a variety of signaling systems including traffic and require specialized and vital communication networks with redundancy integration.

### FY2024 Achievements

Organizational Effectiveness Goals

#### Independent Assessment Report

We completed the Independent Assessment Report, as requested by CapMetro's President/Chief Executive Officer. The report provided crucial findings and recommendations regarding the Information Technology Department's planned network replacement activity and highlighted opportunities to better coordinate the teams when such work is needed.

#### Transit Signal Priority Operational Report

We completed the operational report for Transit Signal Priority (TSP), a significant milestone in our efforts to enhance transit efficiency. This report was based on actual trip time data from Bus Rapid Routes 801/803, which were selected as key performance indicators. Notably, this data was recorded since the implementation of the new Geofence feature in July 2023. To ensure accuracy and effectiveness, quarterly submissions of Transit Signal Priority Grant requests were required, along with additional trip ID data from the Austin Transportation and Public Works Department, allowing us to thoroughly verify system performance. This effort will not only assist us further in the monitoring and reporting of Bus Rapid Routes 801 and 803, but it will also aid in the TSP provisions for the future Expo Center and Pleasant Valley lines, as required by the Federal Transportation Administration Grant agreement provisions. Furthermore, evaluations of non-provisioned TSP dedicated alignments through identified intersections are future points of interest to evaluate their potential value to CapMetro's overall bus network.

#### Support Project Connect Initiatives

We completed the review and provided essential comments on the Light Rail Design documents. Additionally, our commitment to supporting Project Connect elements such as CapMetro Rapid, Light Rail, and Green-Line Commuter Rail continued unabated. This ongoing support underscores our dedication to advancing transformative transit projects that will benefit our community for years to come.

#### McKalla Station and Double Track Project

Completed the review of the McKalla Station and double track project's as-built drawings. This achievement resulted from collaborative efforts with the Engineer of Record, the Project Manager, and the Commuter Rail Operations Department. Additionally, we successfully conducted the witnessing of the Federal Railroad Administration (FRA) required pre-revenue positive train control system testing for the McKalla Station and double track project, ensuring compliance and readiness for operational deployment.

### FY2025 Projects

Organizational Effectiveness Goals

#### Radio Communications Engineering Study

A crucial project entails conducting a comprehensive radio communications engineering study to assess and optimize the necessary services for ensuring safe operations.

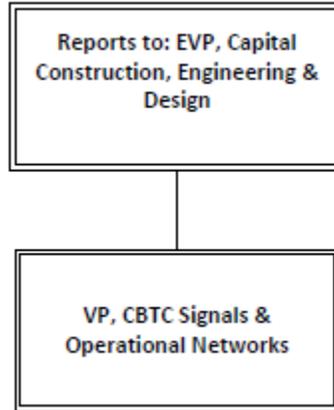
### **Finalize Interlocal Agreement**

A key project involves finalizing a new interlocal agreement with the City of Austin for traffic signal prioritization to enhance bus services.

### **Support for Transit Expansion**

A significant project entails continuing support for the elements of Project Connect, including CapMetro Rapid, Light Rail, and the Green-Line Commuter Rail.

## **Systems Engineering and Designs Organization**



## Budget Changes

### Salaries and Benefits

Increase of \$8,940 due to approved performance-based pay increase to become effective in January 2025.

### Other Expenses

Decrease of \$118,900 driven by moving \$108,500 from Professional Services for the Traffic Signal Priority project for Pleasant Valley and Expo Center Rapid lines to the Project Connect Department for activity realignment.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$ -	\$232,644	\$232,644	\$241,584	\$8,940	3.8 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>-</b>	<b>232,644</b>	<b>232,644</b>	<b>241,584</b>	<b>8,940</b>	<b>3.8 %</b>
Professional Services	-	108,500	58,500	-	(108,500)	(100.0)%
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	-	-	-	-	-	N/A
Utilities	-	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	-	18,250	17,250	7,850	(10,400)	(57.0)%
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>-</b>	<b>126,750</b>	<b>75,750</b>	<b>7,850</b>	<b>(118,900)</b>	<b>(93.8)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$ -</b>	<b>\$359,394</b>	<b>\$308,394</b>	<b>\$249,434</b>	<b>(\$109,960)</b>	<b>(30.6)%</b>

## Systemwide Accessibility

### Functions and Responsibilities

The Systemwide Accessibility Department is responsible for ensuring all agency activities and programs are universally accessible to all persons and particularly those with disabilities. The department manages and oversees CapMetro's activities associated with service provisions in compliance with the Department of Transportation regulations for the Americans with Disabilities Act (ADA) Title II. The department is responsible for ensuring safe access to systemwide transit and coordinates with various agency departments to ensure all agency services are universally available to persons with diverse functional abilities. The department also assesses and recommends the implementation of innovative technology solutions to identify and address barriers to accessing transit for people with disabilities. The Systemwide Accessibility Department serves as the agency's primary representative to the community of persons with disabilities and older adults, convening and collaborating to improve service delivery to enhance the customer experience of persons of all abilities.

### FY2024 Achievements

#### Customer Goals

#### **Self-Evaluation and ADA Transition Plan**

The Self-Evaluation and ADA Transition Plan is an assessment that identifies any barriers to participation by people with disabilities in all CapMetro's programs, services, facilities, and technologies.

The transition plan is a rolling, fluid document that prioritizes the identified barriers to ADA compliance and how they will be remediated. This plan is accompanied by a report and living database which will allow CapMetro to plan, track, and monitor the progress of remediation for accessibility compliance.

CapMetro's Systemwide Accessibility Department initiated an agency-wide effort by conducting a Self-Evaluation and ADA Transition Plan. The evaluation included an accessibility overview of all CapMetro facilities, programs, services, and technologies. Throughout the year, a variety of CapMetro departments actively participated in the self-evaluation process by providing documentation and data for evaluation. Virtual public focus group meetings were conducted with customers with disabilities, and presentations were delivered to the Access Advisory Committee. Follow-up surveys and interviews with various departments were conducted.

CapMetro received a draft version of the plan, which was circulated to various CapMetro departments for review and feedback. CapMetro provided valuable insights to facilitate the plan's finalization, which will be pivotal in shaping future investment decisions. We are currently in the final stages of developing a web-based application dashboard, encompassing implementation scheduling, cost analysis, and budget-oriented programming. This dashboard will serve as a planning tool for capital projects, enabling CapMetro to continue its efforts with greater precision.

In FY2024, CapMetro finalized its ADA Transition Plan. This plan will provide guidance for making informed decisions to improve the accessibility of all CapMetro's services, programs, facilities, and technologies. This is a significant and positive step forward for CapMetro and all its stakeholders.

#### **Accessible Wayfinding Technology**

Our goal is to improve accessibility for people with disabilities using the fixed route network. CapMetro aims to enhance wayfinding for those with disabilities, especially those who are blind or have low vision.

Accessible wayfinding technology provides individuals with disabilities the tools they need to navigate transit and the built environment comfortably and with a sense of ease. Technology can offer wayfinding, directional guidance and passenger information providing individuals with disabilities a better understanding of their surroundings, enhancing their independence and mobility.

The Systemwide Accessibility Department identified potential solutions for wayfinding that could meet the needs of the community. Wayfinding involves the process of customers navigating through the transit ecosystem with confidence. Upon thorough consideration, the department identified NaviLens, a code-based technology with an accompanying app, as the first wayfinding solution for testing. Upon scanning a code, users receive contextualized route information including the stop ID, route, direction and next departure information. The app also announces how far away the user is from the code which ideally is located on a pole or shelter element.

The pilot program will test NaviLens technology at stops along segments of two of CapMetro's busiest corridors, routes 1, 801 and 300, as well as the Crestview Rail Station. The department plans to place information magnet codes with passenger information on signage at the new Dove Springs Pickup zone location for the Austin Lighthouse and instructions for navigating the Crestview Station platform.

The department has established a Participatory Advisory Committee (PAC) of customers with disabilities. The PAC will provide valuable feedback to inform the pilot process. A survey link has been integrated into the NaviLens codes to receive real-time feedback from users about their experience after the trip. This feature will enable users to share their experiences and help CapMetro better understand the wayfinding and passenger information needs of individuals with disabilities.

The department is preparing to assess new technologies in fiscal year 2025. This will allow CapMetro to conduct comprehensive testing to determine the best wayfinding options for serving the community.

### **Information and Communication Technology (ICT) Policy**

The department developed a comprehensive policy and procedures for Accessible Information and Communication Technology (ICT). The primary objective is to ensure that all ICT purchases comply with federal requirements and standards, such as the Revised Section 508 and Web Content Accessibility Guidelines (WCAG) version 2.1 AA.

The policy and procedures serve as a framework for the organization to ensure that its digital assets are accessible to individuals with disabilities in compliance with federal laws and regulations to the greatest extent possible.

The accessible (ICT) policy underwent a thorough review and received approval in July 2024. We have created training videos to familiarize CapMetro departments with acquiring digital products and services while highlighting how these requirements fit within the CapMetro culture. We invested significant effort and resources to ensure our policy is comprehensive, effective and aligns with industry standards. Implementing the ICT policy and procedures in 2024/2025 will guarantee equitable access to information and services for all users and enable us to maintain an inclusive framework that benefits everyone.

## **FY2025 Projects**

### **Customer Goals**

#### **Self-Evaluation and ADA Transition Plan**

The department's goal for next year is to begin the implementation of recommendations from the Self-Evaluation and ADA Transition.

Our objective is to create a comprehensive plan and report, along with a dynamic database and dashboard, enabling CapMetro to effectively plan, track, and monitor progress in remediating barriers.

The Systemwide Accessibility Department will collaborate with other departments, including Capital Construction, Engineering and Design, Strategic Planning, Marketing and Communications, Facilities Maintenance, and Community Engagement on this effort. Through these collaborations, the department will assist in improving bus stop accessibility through the bus stop improvement program, suggest possible policy changes and updates, and provide training and assistance with any ADA compliance measures and inquiries.

## Accessible Wayfinding Technology

Next year, we plan to implement wayfinding technology to help people with disabilities confidently navigate CapMetro's fixed route network and improve their overall travel experience.

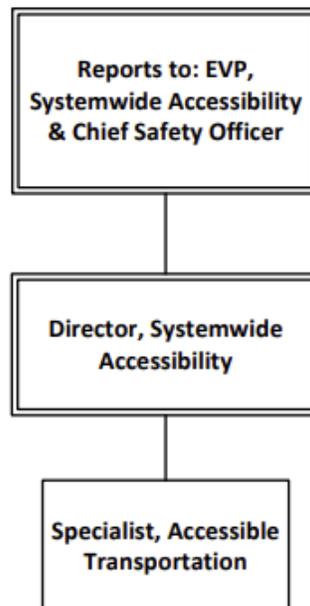
In 2025, the Systemwide Accessibility Department will have implemented 82 NaviLens codes throughout the CapMetro transit network. During this testing phase, we will gather feedback from the community by conducting surveys and focus groups, as well as through the department's Participatory Advisory Group, which consists of customers with disabilities. Through this initial pilot phase, CapMetro staff and the community will review data for six months to one year. The data gathered will be compiled to highlight the project's strengths and weaknesses, allowing us to strategize to ensure the best possible outcomes for system implementation.

Additionally, we plan to launch two more wayfinding projects. Following the active pilot phase, we will gather and summarize feedback and proceed to develop technical specifications. This will help CapMetro identify the most suitable options to meet the needs of the community members we serve. The Systemwide Accessibility Department will collaborate with Marketing and Communications, Information Technology, and Community Engagement on this effort.

## Effective Communication

In 2025, the Systemwide Accessibility Department will undertake a comprehensive exploration and implementation of effective communication tools to enhance CapMetro's communication with individuals who are deaf or hard of hearing. This project aims to improve service delivery for customers with diverse communication needs by leveraging technology and other relevant methodologies. The potential tools to be explored include on-demand visual interpretation, ASL translation, video production and captioning. The department will collaborate with CapMetro's Marketing and Communications Departments on these efforts.

## Systemwide Accessibility Organization



## Budget Changes

### Salaries and Benefits

Increase of \$17,671 due to salary adjustments in FY2024 and approved performance-based increase to become effective in January 2025.

### Other Expenses

Decrease of \$186,200 driven by Professional Services related to completion of compliance, policy and process improvements and pilot projects in FY2024.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$204,457	\$219,209	\$219,209	\$236,880	\$17,671	8.1 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>204,457</b>	<b>219,209</b>	<b>219,209</b>	<b>236,880</b>	<b>17,671</b>	<b>8.1 %</b>
Professional Services	607,137	450,000	501,785	264,000	(186,000)	(41.3)%
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	175	-	-	100	100	N/A
Utilities	-	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	9,578	15,800	15,240	15,500	(300)	(1.9)%
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>616,891</b>	<b>465,800</b>	<b>517,025</b>	<b>279,600</b>	<b>(186,200)</b>	<b>(40.0)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$821,347</b>	<b>\$685,009</b>	<b>\$736,234</b>	<b>\$516,480</b>	<b>(\$168,529)</b>	<b>(24.6)%</b>

# Transit Police

## Functions and Responsibilities

The mission of the Transit Police Department is to create a secure transit environment through innovative people-centric policing, getting everyone safely to their destinations.

### FY2024 Achievements

Customer Goal

#### Transit Police Department Milestones

Several key milestones were accomplished to achieve the priority goal of establishing a new transit police department. The mission, vision, and values were defined, and comprehensive branding was completed, including logos, patches, badges, and vehicle designs. Inter Local Agreements with the Combined Transportation Emergency & Communications Center (CTECC) and the Greater Austin/Travis Regional Radio System (GATRRS) were secured to support dispatch and communications functions. The Public Safety Dispatch was relocated to CTECC, and the department moved into the Public Safety Facility after coordinating with the Facilities Team and consultants. Key staff, including an Administrative Assistant Chief and an Administrative Assistant, were hired, joining the existing team. On May 21, 2024, the Texas Commission on Law Enforcement (TCOLE) granted agency authorization to CapMetro. Additionally, an open house for the Public Safety Facility will be held for staff and key community stakeholders.

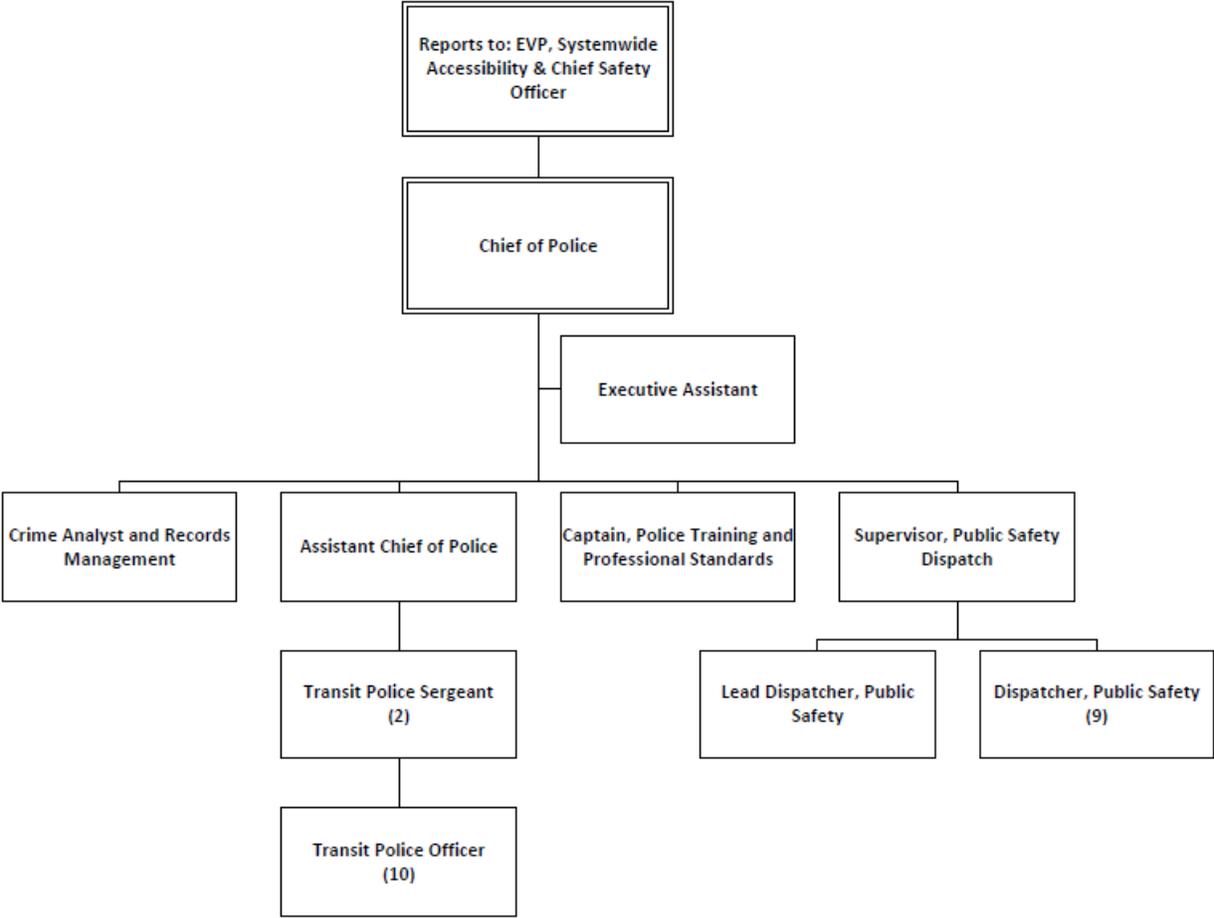
### FY2025 Projects

Customer Goal

#### Advancing the Transit Police Department

In FY2025, we plan to achieve several critical objectives to advance the establishment of the Transit Police Department. Now that we are an established TCOLE approved agency, we anticipate the hiring of 10 officers and 2 supervisors. We will hold a swearing-in ceremony for the Chief and seek TCOLE certification for our dispatch and telecommunicators. Officer recruitment, hiring, onboarding, and training will commence from July 2024 through February 2025. Additionally, we will develop a Computer Aided Dispatch (CAD) system and purchase a Records Management System (RMS). Completing the policy manual will also be a priority to ensure the continued safety of CapMetro staff and customers.

### Transit Police Organization



## Budget Changes

### Salaries and Benefits

Increase of \$1,897,498 due to ramp-up of the Transit Police Department and transfer of one public safety ambassador and eleven dispatchers from Public Safety and Emergency Management and approved performance-based pay increase to become effective in January 2025.

### Other Expenses

Increase of \$21,929 driven by \$30,215 in Professional Services for policy writing fees, psychological and polygraph evaluation fees, and \$11,680 in Other Expenses for seminars/conferences and dues/subscriptions; partially offset by \$19,966 decrease in Materials and Supplies from firearms and ammunition, as well as budget for hand-held and in-car radios moved to the capital expense budget.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$ -	\$867,823	\$620,158	\$2,765,321	\$1,897,498	218.7 %
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>-</b>	<b>867,823</b>	<b>620,158</b>	<b>2,765,321</b>	<b>1,897,498</b>	<b>218.7 %</b>
Professional Services	-	2,000	6,500	32,215	30,215	1,510.7 %
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	-	85,500	500	65,534	(19,966)	(23.4)%
Utilities	-	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	-	23,300	21,300	34,980	11,680	50.1 %
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>-</b>	<b>110,800</b>	<b>28,300</b>	<b>132,729</b>	<b>21,929</b>	<b>19.8 %</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$ -</b>	<b>\$978,623</b>	<b>\$648,458</b>	<b>\$2,898,050</b>	<b>\$1,919,427</b>	<b>196.1 %</b>

## Vanpool

### Functions and Responsibilities

The Vanpool Department oversees contracts that provide alternative transportation service to reduce the number of single-occupancy vehicles on area roads. The department oversees the vanpool operations provider, including ongoing performance and commuter ride-matching services. Vanpool oversees the Guaranteed Ride Home program, provided through a contractor.

### FY2024 Achievements

Organizational Effectiveness Goal

#### Launched Vanpool Program

Successfully negotiated a new vanpool contract and launched the new program. Worked closely with Procurement and Legal to finalize the contract and receive approval from the Board of Directors.

Launched a new contract working with the Marketing and Communications Department on the rebranding without losing any vanpools.

As an active Association Commuter Transportation (ACT) member, our team member holds the Vice President position of the region's chapter. ACT has provided opportunities throughout the year to increase knowledge and best practices of Transportation Demand Management (TDM). ACT provides materials and webinars on the latest updates on federal and state transportation changes and provides access to top professionals in the TDM fields.

### FY2025 Projects

Customer Goal

#### Vanpool Program

Introduce Project Move, a subscription service that will target a larger audience and provide more flexibility. This endeavor will require close collaboration with the Marketing team on press releases and social media campaigns.

Collaborate with Moveability to strengthen Transportation Demand Management (TDM) in the Capital Area Metropolitan Planning Organization service area. Regular meetings with Moveability will facilitate knowledge-sharing about organizations that are requesting TDM solutions. Moveability's resources to grow vanpool are a cost-effective partnership, given the existing membership with the organization. This collaboration is integral to the strategy for achieving vanpool growth.

## Budget Changes

### Salaries and Benefits

Decrease of \$111,299 due to the program manager position transfer to Bus Operations and Maintenance Department.

### Other Expenses

Increase of \$1,894,979 due to increased subsidy payment from 37% to 50% by CapMetro resulting from the restructure of the Purchased Transportation contract with the vanpool vendor.

	FY2023	FY2024	FY2024	FY2025	Var \$ FY2025	Var % FY2025
	ACTUAL	BUDGET	FORECAST	BUDGET	vs. FY2024	vs. FY2024
Salaries and Benefits	\$107,952	\$111,299	\$111,299	\$ -	(\$111,299)	(100.0)%
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>107,952</b>	<b>111,299</b>	<b>111,299</b>	<b>-</b>	<b>(111,299)</b>	<b>(100.0)%</b>
Professional Services	-	-	-	-	-	N/A
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	-	-	-	-	-	N/A
Utilities	500	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	1,947,086	1,627,547	2,211,059	3,540,946	1,913,399	117.6 %
Other Expenses	10,818	20,420	20,420	2,000	(18,420)	(90.2)%
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>1,958,404</b>	<b>1,647,967</b>	<b>2,231,479</b>	<b>3,542,946</b>	<b>1,894,979</b>	<b>115.0 %</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$2,066,356</b>	<b>\$1,759,266</b>	<b>\$2,342,778</b>	<b>\$3,542,946</b>	<b>\$1,783,680</b>	<b>101.4 %</b>

## Wellness and Fitness Centers

### Functions and Responsibilities

The Wellness and Fitness Center Department's mission is to partner with our staff and service providers to improve and maintain healthy long-term lifestyle habits and create a healthier, safer workforce that fulfills CapMetro's mission. The department's primary responsibilities are to develop innovative health programs, create opportunities to change behaviors and develop healthy habits, reduce costs and improve morale, coordinate wellness initiatives and manage CapMetro's fitness centers.

### FY2024 Achievements

#### Workforce Goals

##### **Enhancing Staff Engagement**

This year, we successfully implemented a new Employee Assistance Program (EAP) provider and set a baseline key performance indicator (KPI) for utilization by leveraging program features, trainings, and events. Our objective was to increase awareness of EAP services and foster engagement among staff. Utilizing tools such as an orientation session, we achieved a 1.5% increase in EAP utilization since January. Additionally, monthly staff and leadership trainings were conducted to educate on various topics, including mental wellbeing, which contributed to enhanced program engagement. Quarterly seminars were also established for leadership and staff development, ensuring ongoing support and resource accessibility for our workforce.

##### **New Hire Efficiency**

We successfully implemented a Third-Party Administrator (TPA) to streamline manual inputs in the drug and alcohol testing program and improve personalized service for new hires. Our KPI focused on reducing turnaround times for pre-employment testing and decreasing monthly touchpoints. The target was to achieve a 15% decrease in manual inputs and wait times for pre-employment tests and physicals. Tools used included the introduction of electronic test orders, resulting in a 50% reduction in wait times for new applicants completing their screening requirements. We also optimized random roster management by outsourcing, which led to a 10% decrease in monthly reports. Additionally, optimizing FTA reporting reduced yearly statistics submittals by 50%, streamlining overall program efficiency.

##### **Enhancing Workforce Wellness with Digital Engagement**

This year, we invested in talent by successfully implementing a digital wellness app aimed at outsourcing manual tasks to enhance engagement across our workforce. Our objective was to expand the wellness program by integrating a digital tool that complements our existing gym facilities and promotes equity among our remote staff. Key performance indicators included app downloads, daily activity levels, app usage metrics, and user feedback. Our target was to achieve a 10% increase in app downloads and active users by September 30, 2024. Achievements included launching the "Walk Across Texas" challenge, with 47% participation from CapMetro staff, collectively covering 26,893 miles across 5 transit agencies in Texas. We also expanded one-on-one coaching sessions with features like instant messaging and scheduling, facilitating coaching accessibility regardless of location. Furthermore, we enhanced wellbeing dimensions by providing increased resources focused on nutrition and sleep to foster healthier habits among our workforce.

## FY2025 Projects

Workforce Goal

### Employee Assistant Program Engagement

Next year, our project aims to align EAP training calendars with our core capabilities and introduce seminars that specifically relate to these capabilities. With a designated training budget, we plan to host two onsite leadership training courses for staff development. Our objectives include enhancing collaboration by partnering with Employee Experience to advocate for our core capabilities effectively. This initiative will unfold continuously throughout FY2025, with a heightened focus leading up to our quarterly events. Anticipated outcomes involve achieving a 10% growth in engagement compared to FY2024 and boosting attendance numbers at our training sessions.

## Budget Changes

### Salaries and Benefits

Decrease of \$23,300 Wellness Center Expense related to removal of coupon booklets for staff.

### Other Expenses

Decrease of \$2,098 driven by a \$35,900 decrease in Other Expenses primarily from staff recognition, offset by \$39,444 in Professional Services from a wellness service provider contractual increase.

	FY2023 ACTUAL	FY2024 BUDGET	FY2024 FORECAST	FY2025 BUDGET	Var \$ FY2025 vs. FY2024	Var % FY2025 vs. FY2024
Salaries and Benefits	\$29,423	\$23,300	\$ -	\$ -	(\$23,300)	(100.0)%
<b>TOTAL SALARIES &amp; BENEFITS</b>	<b>29,423</b>	<b>23,300</b>	<b>-</b>	<b>-</b>	<b>(23,300)</b>	<b>(100.0)%</b>
Professional Services	254,470	352,020	352,020	391,464	39,444	11.2 %
Fuel and Fluids	-	-	-	-	-	N/A
Materials and Supplies	23,974	9,650	9,650	4,008	(5,642)	(58.5)%
Utilities	-	-	-	-	-	N/A
Insurance	-	-	-	-	-	N/A
Purchased Transportation	-	-	-	-	-	N/A
Other Expenses	10,080	36,300	36,300	400	(35,900)	(98.9)%
Lease/Rentals	-	-	-	-	-	N/A
Other Reconciling Items	-	-	-	-	-	N/A
<b>TOTAL OTHER EXPENSES</b>	<b>288,524</b>	<b>397,970</b>	<b>397,970</b>	<b>395,872</b>	<b>(2,098)</b>	<b>(0.5)%</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$317,948</b>	<b>\$421,270</b>	<b>\$397,970</b>	<b>\$395,872</b>	<b>(\$25,398)</b>	<b>(6.0)%</b>

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# Glossary



CapMetro

**AAC:** Access Advisory Committee

**ACFR:** Annual Comprehensive Financial Report

**ADA:** Americans with Disabilities Act – Federal legislation enacted to provide guidelines for assuring access to persons with disabilities.

**SOP (APTA):** Membership organization whose stated mission is to strengthen and improve public transportation and serves and leads its diverse membership through advocacy, innovation and information sharing.

**AMP:** A new fare card that introduces fare capping. AMP allows riders to pay for Local and Commuter fares. Instead of buying passes ahead of time, customers can now load money to their Amp card and "pay-as-they-go". When they've paid the equivalent cost of a day or monthly pass, customers can then ride free for the rest of the service day or calendar month.

**ATP:** Austin Transit Partnership, the joint-venture local government corporation between CapMetro and the City of Austin that will oversee implementation of Project Connect.

**AVT:** Alternate Vehicle Technology

**BDP:** Business Development Program

**Boardings:** Number of passengers utilizing transit service, measured on entrance of vehicle.

**Build Central Texas** was created in 1994 to support the transportation infrastructure for the Austin metropolitan area. This is an ongoing program with seven elements: 1) street maintenance, 2) emergency street repair, 3) transit corridor improvements, 4) pedestrian and bicycle safety/access, 5) sidewalks, 6) transit centers and 7) transit capital improvements.

**CAD:** Computer Aided Dispatch

**Capital Budget:** The portion of the budget that provides funding for improvement projects, other projects, and major equipment purchases. Generally, a capital item costs over \$5,000 and has a useful life in excess of 1 year.

**Capital Expenditure:** Expenditures made to purchase capital assets or increase the efficiency, capacity, useful life or economy of an existing asset.

**CAMPO:** Capital Area Metropolitan Planning Organization

**CapMetro Access:** Paratransit services (parallel to fixed-route services) provided to customers with disabilities, established in accordance with the ADA.

**CapMetro Bikeshare:** A bicycle-sharing system providing a first and last mile transportation solution with strong ties to both equity and sustainability.

**CapMetro Rapid:** A fixed-route service that brings together a set of unique features to result in faster, more convenient service for the community. Some of the features of this service include limited stops, boarding from all doors, unique and upgraded stations with real-time departure information and vehicles equipped with signal priority technology.

**CapMetro Vanpool:** A service in which vehicles are provided for a group of people who live and work near each other.

**CARTS:** Capital Area Rural Transportation System

**CEO:** Chief Executive Officer

**CFRO:** Chief Financial and Risk Officer

**CFR:** Code of Federal Regulations

**CIP:** Capital Improvement Plan

**Commuter Rail:** Railway for urban passenger train service consisting of local short-distance travel operating between a central city and adjacent suburbs.

**COOP:** Continuity of Operations

**CSAC:** Customer Satisfaction Advisory Committee

**CTECC:** Combined Transportation Emergency & Communications Center

**CTRMA:** Central Texas Regional Mobility Authority

**DBE:** Disadvantaged Business Enterprise

**Demand Response:** Service that is provided on an “as needed” basis.

**Diesel Multiple Unit (DMU):** Multiple-unit train (or “railcar”) powered by onboard diesel engines. A DMU requires no separate locomotive, as the engines are incorporated into one or more of the carriages.

**DEI:** Diversity, Equity and Inclusion

**DMS:** Dynamic Message Signs

**ECHO:** Ending Community Homelessness Coalition

**EEO:** Equal Employment Opportunity

**Envision:** A tool for evaluating and rating the social, economic, and environmental benefits of all types and sizes of civil infrastructure projects.

**ESRS:** Employee Safety Reporting System

**EVP:** Executive Vice President

**Fare Recovery:** Fare revenue divided by operating expenses.

**FAST Act:** Fixing America’s Surface Transportation Act

**FEMA:** Federal Emergency Management Agency

**Fiscal Year:** A 12-month period for which an organization plans the use of its funds, which does not necessarily correspond to a calendar year. The fiscal year adopted by CapMetro is from October 1 through September 30.

**Fixed Route:** Buses or trains that operate on a predetermined route with a predetermined schedule.

**Fixed-Route Bus:** CapMetro Local, which includes Rapid, UT Shuttles and Flyers, and Express routes.

**FRA:** Federal Railroad Administration

**FTA:** Federal Transit Administration—The agency of the federal government within the U.S. Department of Transportation that is responsible for providing, administering and monitoring funds to transit agencies.

**FTE:** Full-Time Equivalent

**Full-Time Equivalent Position (FTE):** A position converted to the decimal equivalent of a full-time position based on 2,080 hours per year.

**Fund Balance:** Fund Balance is the cash on hand used to pay monthly operating costs, such as salaries, staff health costs, fuel, supplies, utilities and other expenses.

**FY:** Fiscal year

**GAAP:** Generally accepted accounting principles, conventions, rules and procedures necessary to describe accepted accounting practices at a particular time.

**GATRRS:** Greater Austin/Travis Regional Radio System

**GFOA:** Government Finance Officers Association of the United States and Canada

**Grant:** Revenue from another government body or organization, usually in support of a specific program or function.

**HCM:** Human Capital Management

**HMIS:** Homeless Management Information System

**ICQ:** Information and Communication Technology

**IFB:** Invitation for bids

**ILA:** An interlocal agreement is used when a district performs for or receives a service from a local governmental entity. These agreements are pursuant to the Interlocal Cooperation Contracts Act, Chapter 791 of the Texas Government Code.

**IVR:** Interactive voice response is a telephony technology that can read a combination of touch-tone and voice input. It gives users the ability to access a database of information via phone. A typical IVR system has several menus of prerecorded options that the caller can choose from. These menu choices allow the caller to access the appropriate information in the database such as trip reservations, confirmations and cancellations.

**KPI:** Key Performance Indicator

**LAP:** Language Assistance Plan

**LGC:** Local government corporation

**LRFP:** The long-range financial plan is a 10-year plan that forecasts the financial resources and projected expenditures based on planned levels of service and strategic goals.

**LEED Credential:** Denotes proficiency in today's sustainable design, construction and operations standards set by the U.S. Green Building Council.

**Member City:** A municipality/jurisdiction who, by voter approval, allocates 1% of its sales tax to CapMetro for transit services.

**Micromobility:** Any small, low-speed, human- or electric-powered transportation device, including bicycles, scooters, electric-assist bicycles, electric scooters (e-scooters), and other small, lightweight, wheeled conveyances. CapMetro Bikeshare is a micromobility mode.

**Microtransit:** Small-scale, on-demand public transit service that can offer fixed routes and schedules, or flexible routes and on-demand scheduling. Pickup by CapMetro is microtransit mode.

**NEO:** New Employee Orientation

**Obligation:** Funds that have been obligated to a specific purpose but have not been spent.

**On-Time Performance (Fixed-route):** On-time performance is no more than 0 seconds early and no more than 5 minutes late.

**On-Time Performance (Paratransit):** On-time performance is a vehicle's arrival within the 30-minute ready window negotiated with the registered paratransit customer at time of booking.

**Operating Budget:** The portion of the budget that provides for the day-to-day operation of CapMetro.

**OCC:** Operations Control Center

**OSHA:** The Occupational Safety and Health Act of 1970 created the Occupational Safety and Health Administration (OSHA) to ensure safe and healthful working conditions for workers by setting and enforcing standards and providing training, outreach, education and assistance.

**OTP:** On-time performance

**P&C: People & Culture**

**Paratransit Services:** Transportation services (parallel to fixed-route services) provided to riders with disabilities established in accordance with ADA.

**Park & Ride:** A transport system in which drivers leave their cars in a place and travel by train or bus.

**Passenger Revenue:** Revenue earned through fares charged directly to passengers for transit services.

**Pathway Assessment:** Program in place to assess customer pathways throughout the region with the goal of eliminating barriers to accessing the fixed-route bus system. The focus is on highly functional paratransit-

eligible customers who must use paratransit services due to architectural or other barriers that prevent them from riding fixed-route services.

**Pickup Service:** On-demand transit service that provides riders with point-to-point service in designated service zones.

**Placemaking:** The planning, design and management of public spaces with regard to the communities that will inhabit them.

**PPE:** Personal Protective Equipment is equipment worn to minimize exposure to hazards that cause serious workplace injuries and illnesses. Personal protective equipment may include items such as gloves, safety glasses and shoes, earplugs or muffs, hard hats, respirators, coveralls, vests and full bodysuits.

**Project Connect:** A transformational expansion of the region's public transit system, designed to improve access to essential jobs, health care and education. Established as a separate organization, the Austin Transit Partnership (ATP) will guide the Project Connect investment with transparency and accountability throughout the program.

**PSAC:** Public Safety Advisory Committee.

**PTC:** Positive train control is an advanced system designed to automatically stop a train before certain accidents occur. In particular, PTC is designed to prevent train-to-train collisions, derailments caused by excessive train speed and train movements through misaligned track switches.

**Purchased Transportation:** Transportation service provided to a public transit agency or governmental unit from a public or private transportation provider based on a written contract.

**Regional Partner:** A municipality/jurisdiction whose governing body voted to enter into an Interlocal Agreement (ILA) with CapMetro to complete/update a Transit Development Plan (TDP) and/or for CapMetro to provide contracted transit services.

**Revenue Miles:** The number of miles that the buses are available to the public and there is a reasonable expectation of carrying riders.

**Revenue Passengers:** Transit riders who enter the system through the payment of a fare as distinguished from those who enter using an employee or complimentary pass.

**Revenue Service:** Transit service run for the purpose of generating revenue, with a route beginning and endpoint, distinguished from trips run for maintenance purposes or trips that carry riders without charge.

**RFP:** Request for proposals

**RFQ:** Request for quotes

**Ridership:** The total number of boardings, also called "Unlinked Passenger Trips." May be based on farebox counts, driver counts or estimates.

**RMS:** Records Management System

**Safety Blitzes:** Safety Blitzes are events where a curriculum, signage or an obstacle course, is built around trending safety topics, or concepts to make the community aware of, and how to prevent the hazard.

**Sales Tax:** Sales tax revenue is accrued monthly based on information provided by the Texas Comptroller of Public Accounts.

**SBE:** Small Business Enterprise

**SBITA:** Subscription Based Information Technology Agreements

**Seconded:** The assignment of a member of one organization to another organization for a temporary period.

**Service Area:** All of Austin and several surrounding areas within Travis County and Williamson County extending more than 500 square miles.

**SITES:** A rating system that guides, evaluates and certifies a project's sustainability in the planning, design, construction and management of landscapes and other outdoor spaces.

**SMS:** Safety management system is a comprehensive management system designed to manage safety elements in the workplace. It includes policy, objectives, plans, procedures, organization, responsibilities and other measures.

**SOP:** Standard Operating Procedures

**Special Events:** Transit service provided to support events occurring in the city.

**Subscription Service:** A standing paratransit trip reservation for a ride occurring at least once a week from the same origin to the same destination at the same time.

**TCOLE:** Texas Commission on Law Enforcement

**TDM:** Transportation Demand Management

**TDP:** Transit development plan

**TOD:** Transit-oriented development

**TPA:** Third-Party Administrator

**Transit Empowerment Fund:** This program provides transit passes at a discount for social service agencies to distribute as needed to their clients.

**Transit Hub:** Combines multiple bus stops in one area to improve the efficiency and speed of movement of buses. These small hubs also have the technology needed to provide real-time information.

**Transit Operations:** Authority functions directly or indirectly related to the provision of transportation service.

**TTI:** Texas A&M's Texas Transportation Institute

**TVM:** Ticket vending machine system encompassing 1) the physical devices at various rail/bus stops where a customer can purchase a ticket/pass and 2) a central computer with software that communicates to the various machines in the field.

**TxDOT:** Texas Department of Transportation

**UHC:** United Healthcare

**USDOT:** U.S. Department of Transportation

**UT Shuttle:** The bus service provided to connect students, faculty and staff with the University of Texas campus.

**UZA:** Urbanized areas

**VP:** Vice President

**Vehicle Hours:** The total number of hours that the buses are in service, including both revenue and deadhead hours.

**Vehicle Miles:** The total number of miles traveled while the buses are in service. This includes both revenue and deadhead miles.

**WCAG:** Web Content Accessibility Guidelines

**Zero-based Budgeting:** A method of budgeting in which all expenditures must be justified each new budget period, as opposed to only explaining the amounts requested in excess of the previous period's funding.

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# Appendices



CapMetro

Project Category	FY2025 Budget	FY2026 Planned	FY2027 Planned	FY2028 Planned	FY2029 Planned	TOTAL	Page
<b>Facilities and Real Estate</b>							
Facility Enhancements	\$ 50,549,653	\$ 72,996,678	\$ 37,984,639	\$ 344,874	\$ 2,329,304	\$ 164,205,147	241
Facility Enhancements Grants and Capital Contributions	(5,000,000)	(10,000,000)	(4,000,000)	-	-	(19,000,000)	241
Facility State of Good Repair	4,800,000	4,200,000	2,000,000	1,000,000	1,000,000	13,000,000	242
<b>Facilities and Real Estate Net Total</b>	<b>50,349,653</b>	<b>67,196,678</b>	<b>35,984,639</b>	<b>1,344,874</b>	<b>3,329,304</b>	<b>158,205,147</b>	
<b>Information Technology Systems and Infrastructure</b>							
Information Technology - Enterprise Systems	1,725,000	1,625,000	1,339,295	892,997	2,031,196	7,613,488	243
Information Technology - Infrastructure	1,725,000	750,000	750,000	750,000	750,000	4,725,000	244
Information Technology - Transit Systems	7,694,488	11,150,595	4,049,383	3,698,660	20,000	26,613,126	245
<b>Information Technology Systems and Infrastructure Net Total</b>	<b>11,144,488</b>	<b>13,525,595</b>	<b>6,138,678</b>	<b>5,341,657</b>	<b>2,801,196</b>	<b>38,951,615</b>	
<b>Infrastructure Development</b>							
Bus Stop Amenities and Enhancements	5,697,597	5,382,599	4,050,000	4,050,000	4,050,000	23,230,196	246
Bus Stop Amenities and Enhancements Grants and Capital Contributions	(250,000)	-	-	-	-	(250,000)	246
Infrastructure Enhancements	23,134,368	23,014,886	5,065,312	5,559,069	3,159,069	59,932,704	247
Infrastructure Enhancements Grants and Capital Contributions	(1,775,171)	(1,836,142)	(2,665,312)	(3,159,069)	(3,159,069)	(12,594,763)	247
<b>Infrastructure Development Net Total</b>	<b>26,806,794</b>	<b>26,561,343</b>	<b>6,450,000</b>	<b>6,450,000</b>	<b>4,050,000</b>	<b>70,318,137</b>	
<b>Railroad Commuter</b>							
Railroad Commuter Enhancements	17,015,802	26,561,029	15,700,000	1,000,000	-	60,276,831	248
Railroad Commuter Enhancements Grants and Capital Contributions	(2,500,000)	(6,050,000)	(8,250,000)	(1,000,000)	-	(17,800,000)	248
Railroad Commuter State of Good Repair	3,740,000	2,336,471	776,471	776,471	776,471	8,405,882	249
Railroad Commuter State of Good Repair Grants and Capital Contributions	(2,976,471)	(2,336,471)	(776,471)	(776,471)	(776,471)	(7,642,353)	249
<b>Railroad Commuter Net Total</b>	<b>15,279,331</b>	<b>20,511,029</b>	<b>7,450,000</b>	<b>-</b>	<b>-</b>	<b>43,240,360</b>	
<b>Public Safety and Emergency Management</b>							
Public Safety and Emergency Management Equipment and Enhancements	1,911,500	1,750,000	1,049,835	945,825	1,461,825	7,118,985	250
<b>Public Safety and Emergency Management Net Total</b>	<b>1,911,500</b>	<b>1,750,000</b>	<b>1,049,835</b>	<b>945,825</b>	<b>1,461,825</b>	<b>7,118,985</b>	

Project Category	FY2025 Budget	FY2026 Planned	FY2027 Planned	FY2028 Planned	FY2029 Planned	TOTAL	Page
<b>Project Connect</b>							
Project Connect	68,445,383	12,762,360	27,877,977	44,950,000	14,796,067	168,831,788	251
Project Connect Grants and Capital Contributions	(68,445,383)	(12,762,360)	(27,877,977)	(44,950,000)	(14,796,067)	(168,831,788)	251
<b>Project Connect Net Total</b>	-	-	-	-	-	-	
<b>Vehicles</b>							
Bus Fleet	19,368,376	11,321,250	31,672,000	32,464,000	32,464,000	127,289,627	252
Bus Fleet Grants and Capital Contributions	(3,091,143)	(5,351,143)	(3,091,143)	(3,091,143)	(3,091,143)	(17,715,715)	252
Fleet System Enhancements	5,136,454	4,546,727	214,470	-	-	9,897,650	253
Non-Revenue Fleet	1,920,000	950,000	635,000	1,200,000	660,000	5,365,000	254
Paratransit Fleet	6,970,200	9,776,300	3,002,000	5,676,000	-	25,424,500	255
Paratransit Fleet Grants and Capital Contributions	(3,300,000)	-	-	-	-	(3,300,000)	255
<b>Vehicles Net Total</b>	<b>27,003,887</b>	<b>21,243,134</b>	<b>32,432,327</b>	<b>36,248,857</b>	<b>30,032,857</b>	<b>146,961,062</b>	
Capital Project Contingency	10,000,000	2,000,000	2,000,000	2,000,000	2,000,000	18,000,000	256
<b>Grand Total Capital Spending</b>	<b>\$ 229,833,821</b>	<b>\$ 191,123,894</b>	<b>\$ 138,166,381</b>	<b>\$ 105,307,896</b>	<b>\$ 65,497,932</b>	<b>\$ 729,929,924</b>	
<b>Grand Total Grants and Capital Contributions</b>	<b>\$ (87,338,168)</b>	<b>\$ (38,336,115)</b>	<b>\$ (46,660,903)</b>	<b>\$ (52,976,683)</b>	<b>\$ (21,822,750)</b>	<b>\$(247,134,619)</b>	
<b>Grand Total Capital Spending Net of Grants and Capital Contributions</b>	<b>\$ 142,495,652</b>	<b>\$ 152,787,779</b>	<b>\$ 91,505,479</b>	<b>\$ 52,331,213</b>	<b>\$ 43,675,182</b>	<b>\$ 482,795,305</b>	

<b>FY2025 - FY2029 Capital Improvement Plan</b>						
	<b>FY2025</b>	<b>FY2026</b>	<b>FY2027</b>	<b>FY2028</b>	<b>FY2029</b>	<b>Total</b>
<b>Spending Categories</b>						
Other	\$229,833,821	\$191,123,894	\$138,166,381	\$105,307,896	\$ 65,497,932	\$729,929,924
<b>Total</b>	229,833,821	191,123,894	138,166,381	105,307,896	65,497,932	729,929,924
<b>Funding Sources</b>						
Local Funds	142,495,652	152,787,779	91,505,479	52,331,213	43,675,182	482,795,305
Grants	26,644,496	24,737,614	16,117,614	4,867,614	3,867,614	76,234,950
Other Capital Contributions	60,693,672	13,598,502	30,543,289	48,109,069	17,955,136	170,899,669
<b>Total</b>	\$229,833,821	\$191,123,894	\$138,166,381	\$105,307,896	\$ 65,497,932	\$729,929,924

**Project Name** Facility Enhancements

**Project Type** Facilities and Real Estate

**Project Description**

This project category includes build-out of the new 3100 headquarters, Demand Response North Base, 1705 transit store, 624 Paratransit Eligibility space, 9315 administrative space, the completion of the 9315 rail O&M facility extension, and several other key projects, including sustainability and energy reduction initiatives that will support the enhancements of CapMetro's existing facilities.

FY2025 - FY2029 Capital Improvement Plan						
	FY2025	FY2026	FY2027	FY2028	FY2029	Total
<b>Spending Categories</b>						
Other	\$ 50,549,653	\$ 72,996,678	\$ 37,984,639	\$ 344,874	\$ 2,329,304	\$164,205,147
<b>Total</b>	50,549,653	72,996,678	37,984,639	344,874	2,329,304	164,205,147
<b>Funding Sources</b>						
Local Funds	45,549,653	62,996,678	33,984,639	344,874	2,329,304	145,205,147
Grants	5,000,000	10,000,000	4,000,000	-	-	19,000,000
Other Capital Contributions	-	-	-	-	-	-
<b>Total</b>	\$ 50,549,653	\$ 72,996,678	\$ 37,984,639	\$ 344,874	\$ 2,329,304	\$164,205,147

**Estimated Operating Cost Impact**

Overall operating costs will increase since more square footage is being provided due to growth, but cost per square foot will reduce since new spaces will be more energy efficient.

**Project Benefits**

A new headquarters will begin to consolidate corporate administrative staff in a single building to reduce overall opex costs and improve synergy. Energy conservation measures will reduce operating costs while making CapMetro more sustainable. Increasing storage at the rail facility will improve the effectiveness for rail maintenance and operations and will free up maintenance bays needed to enhance bus operations. Other enhancements will support growth, improve safety, and increase facility reliability and resiliency. A new, owned facility for the Transit Store and moving Paratransit Eligibility into an owned building will reduce operating expenses in lieu of continuing to lease space for these functions.

**Strategic Priority and Objective**

These projects support the following strategic priorities and objectives: Customer - Provide a convenient, desirable, and accessible option for mobility in the region and its various communities. Organizational Effectiveness - Deliver responsibly and sustainably on the mission.

**Project Name** Facility State of Good Repair

**Project Type** Facilities and Real Estate

**Project Description**

This project category includes state of good repairs/replacements for items such as roofs, vehicle lifts, vehicle maintenance equipment, HVAC equipment, electrical equipment, generators, uninterruptable power supplies, automatic transfer switches, lighting, lighting controller, building automation system equipment, vehicle wash systems, and other facility assets.

FY2025 - FY2029 Capital Improvement Plan						
	FY2025	FY2026	FY2027	FY2028	FY2029	Total
<b>Spending Categories</b>						
Other	\$ 4,800,000	\$ 4,200,000	\$ 2,000,000	\$ 1,000,000	\$ 1,000,000	\$ 13,000,000
<b>Total</b>	4,800,000	4,200,000	2,000,000	1,000,000	1,000,000	13,000,000
<b>Funding Sources</b>						
Local Funds	4,800,000	4,200,000	2,000,000	1,000,000	1,000,000	13,000,000
Grants	-	-	-	-	-	-
Other Capital Contributions	-	-	-	-	-	-
<b>Total</b>	\$ 4,800,000	\$ 4,200,000	\$ 2,000,000	\$ 1,000,000	\$ 1,000,000	\$ 13,000,000

**Estimated Operating Cost Impact**

No new operating costs are expected to be incurred as a result of these projects and in some cases, equipment will be more energy efficient which will reduce operating expenses.

**Project Benefits**

Replacement of equipment at the end of its useful life maintains assets in a state of good repair, reduces reactive maintenance costs and, in some cases, increases operating efficiencies and reduces overall operating costs.

**Strategic Priority and Objective**

These projects support the following strategic priorities and objectives: Customer: Provide a convenient, desirable, and accessible option for mobility in the region and its various communities. Organizational Effectiveness: Deliver responsibly and sustainably on the mission.

**Project Name** Information Technology - Enterprise Systems **Project Type** Information Technology Systems and Infrastructure

**Project Description**

This project category includes back office systems, web resources, data services and business intelligence.

FY2025 - FY2029 Capital Improvement Plan						
	FY2025	FY2026	FY2027	FY2028	FY2029	Total
<b>Spending Categories</b>						
Other	\$ 1,725,000	\$ 1,625,000	\$ 1,339,295	\$ 892,997	\$ 2,031,196	\$ 7,613,488
<b>Total</b>	1,725,000	1,625,000	1,339,295	892,997	2,031,196	7,613,488
<b>Funding Sources</b>						
Local Funds	1,725,000	1,625,000	1,339,295	892,997	2,031,196	7,613,488
Grants	-	-	-	-	-	-
Other Capital Contributions	-	-	-	-	-	-
<b>Total</b>	\$ 1,725,000	\$ 1,625,000	\$ 1,339,295	\$ 892,997	\$ 2,031,196	\$ 7,613,488

**Estimated Operating Cost Impact**

Enterprise systems are expected to increase operating expenses by \$525,900 per year as systems go live and enter into maintenance.

**Project Benefits**

System replacements and upgrades when technologies are at the end of their useful life maintains assets in a state of good repair, minimizes service disruptions, reduces maintenance costs and improves the customer experience. New systems and system enhancements allow new functionality to support continuous improvement of systems and processes and improved customer experience.

**Strategic Priority and Objective**

These projects support strategic priorities and objectives: Customer: Provide a convenient, desirable, and accessible option for mobility in the region. Community: Demonstrate our value to a growing region by collaborating with partners and communities. Workforce: Invest in a productive and valued workforce. Organizational Effectiveness: Deliver responsibly and sustainably on the mission.

**Project Name** Information Technology - Infrastructure

**Project Type** Information Technology Systems and Infrastructure

**Project Description**

This project category includes security, network and infrastructure foundational components for technology delivery.

FY2025 - FY2029 Capital Improvement Plan						
	FY2025	FY2026	FY2027	FY2028	FY2029	Total
<b>Spending Categories</b>						
Other	\$ 1,725,000	\$ 750,000	\$ 750,000	\$ 750,000	\$ 750,000	\$ 4,725,000
<b>Total</b>	1,725,000	750,000	750,000	750,000	750,000	4,725,000
<b>Funding Sources</b>						
Local Funds	1,725,000	750,000	750,000	750,000	750,000	4,725,000
Grants	-	-	-	-	-	-
Other Capital Contributions	-	-	-	-	-	-
<b>Total</b>	\$ 1,725,000	\$ 750,000	\$ 750,000	\$ 750,000	\$ 750,000	\$ 4,725,000

**Estimated Operating Cost Impact**

Infrastructure systems are expected to increase operating expenses by \$485,000 per year as systems go live and enter into maintenance.

**Project Benefits**

New components, expansion, or upgrades of IT infrastructure or systems at the end of their useful life maintains assets in a state of good repair, enhances safety and cyber security protection, minimizes interruption of critical IT resources, minimizes maintenance costs and improves the customer experience.

**Strategic Priority and Objective**

These projects support strategic priorities and objectives: Customer: Provide a convenient, desirable, and accessible option for mobility in the region. Community: Demonstrate our value to a growing region by collaborating with partners and communities. Workforce: Invest in a productive and valued workforce. Organizational Effectiveness: Deliver responsibly and sustainably on the mission.

**Project Name** Information Technology - Transit Systems

**Project Type** Information Technology Systems and Infrastructure

**Project Description**

This project category includes customer experience, technology for rider experience and operational service delivery systems.

FY2025 - FY2029 Capital Improvement Plan						
	FY2025	FY2026	FY2027	FY2028	FY2029	Total
<b>Spending Categories</b>						
Other	\$ 7,694,488	\$ 11,150,595	\$ 4,049,383	\$ 3,698,660	\$ 20,000	\$ 26,613,126
<b>Total</b>	7,694,488	11,150,595	4,049,383	3,698,660	20,000	26,613,126
<b>Funding Sources</b>						
Local Funds	7,694,488	11,150,595	4,049,383	3,698,660	20,000	26,613,126
Grants	-	-	-	-	-	-
Other Capital Contributions	-	-	-	-	-	-
<b>Total</b>	\$ 7,694,488	\$ 11,150,595	\$ 4,049,383	\$ 3,698,660	\$ 20,000	\$ 26,613,126

**Estimated Operating Cost Impact**

Transit systems are expected to increase operating expenses by \$645,900 per year as systems go live and enter into maintenance.

**Project Benefits**

System replacements and upgrades when technologies are at the end of their useful life maintains assets in a state of good repair, minimizes service disruptions, reduces maintenance costs and improves the customer experience. New systems and system enhancements allow for new functionality that will enhance safety and improve the efficiency and quality of delivering services as well as provide customers with healthier tools to improve their riding experience.

**Strategic Priority and Objective**

These projects support strategic priorities and objectives: Customer: Provide a convenient, desirable, and accessible option for mobility in the region. Community: Demonstrate our value to a growing region by collaborating with partners and communities. Workforce: Invest in a productive and valued workforce. Organizational Effectiveness: Deliver responsibly and sustainably on the mission.

**Project Name** Bus Stop Amenities and Enhancements

**Project Type** Infrastructure Development

**Project Description**

This project category is for bus stop infrastructure improvements including, shelters, shelter improvements, free-standing shade structures, ADA improvements, signage and wayfinding, MetroRapid bus stops near the MLS soccer stadium, monuments and signs rebranding and Corridor Program Office & CapMetro bus stop coordination facility.

FY2025 - FY2029 Capital Improvement Plan						
	FY2025	FY2026	FY2027	FY2028	FY2029	Total
<b>Spending Categories</b>						
Other	\$ 5,697,597	\$ 5,382,599	\$ 4,050,000	\$ 4,050,000	\$ 4,050,000	\$ 23,230,196
<b>Total</b>	5,697,597	5,382,599	4,050,000	4,050,000	4,050,000	23,230,196
<b>Funding Sources</b>						
Local Funds	5,447,597	5,382,599	4,050,000	4,050,000	4,050,000	22,980,196
Grants	-	-	-	-	-	-
Other Capital Contributions	250,000	-	-	-	-	250,000
<b>Total</b>	\$ 5,697,597	\$ 5,382,599	\$ 4,050,000	\$ 4,050,000	\$ 4,050,000	\$ 23,230,196

**Estimated Operating Cost Impact**

There are no new operating costs associated with these projects.

**Project Benefits**

These projects will improve the transit experience by providing facilities that meet riders' needs.

**Strategic Priority and Objective**

These projects support strategic priorities and objectives: Customer: Provide a convenient, desirable, and accessible option for mobility in the region and its various communities. Community: Demonstrate our value to a growing region by collaborating with partners and communities. Organizational Effectiveness: Deliver responsibly and sustainably on the mission.

**Project Name** Infrastructure Enhancements

**Project Type** Infrastructure Development

**Project Description**

This project category includes bus electrification infrastructure, micro-grid and battery energy storage system at North Ops, Metro Bikeshare station expansion and replacement, existing Park & Ride constructions and repairs, integration of existing railroad gates and signals at 4th & Sabine. FY2025 grant amount is from prior year Airport Lamar Red Line Grade Separation project.

FY2025 - FY2029 Capital Improvement Plan						
	FY2025	FY2026	FY2027	FY2028	FY2029	Total
<b>Spending Categories</b>						
Other	\$ 23,134,368	\$ 23,014,886	\$ 5,065,312	\$ 5,559,069	\$ 3,159,069	\$ 59,932,704
<b>Total</b>	23,134,368	23,014,886	5,065,312	5,559,069	3,159,069	59,932,704
<b>Funding Sources</b>						
Local Funds	21,359,197	21,178,744	2,400,000	2,400,000	-	47,337,941
Grants	576,882	-	-	-	-	576,882
Other Capital Contributions	1,198,289	1,836,142	2,665,312	3,159,069	3,159,069	12,017,881
<b>Total</b>	\$ 23,134,368	\$ 23,014,886	\$ 5,065,312	\$ 5,559,069	\$ 3,159,069	\$ 59,932,704

**Estimated Operating Cost Impact**

There are no new operating costs associated with these projects.

**Project Benefits**

The major benefits of projects such as double tracks and grade separation are improved service, customer experience and safety of the commuter rail system, improved freight service and reduced traffic congestion at the Lamar & Airport intersection. Construction of signalization and pedestrian gates at 4th & Sabine will improve the safety of pedestrian and bike traffic across tracks.

**Strategic Priority and Objective**

These projects support strategic priorities and objectives: Customer: Provide a convenient, desirable, and accessible option for mobility in the region and its various communities. Community: Demonstrate our value to a growing region by collaborating with partners and communities. Organizational Effectiveness: Deliver responsibly and sustainably on the mission.

**Project Name** Railroad Commuter Enhancements

**Project Type** Railroad Commuter

**Project Description**

This project category includes Broadmoor station, double track from Onion St. to East Timbes and Plaza Saltillo Station, rail data recorder upgrade, hot box detectors, G-1 can-bus upgrades, Robinson switch upgrade and positive train control optimization.

FY2025 - FY2029 Capital Improvement Plan						
	FY2025	FY2026	FY2027	FY2028	FY2029	Total
<b>Spending Categories</b>						
Other	\$ 17,015,802	\$ 26,561,029	\$ 15,700,000	\$ 1,000,000	\$ -	\$ 60,276,831
<b>Total</b>	17,015,802	26,561,029	15,700,000	1,000,000	-	60,276,831
<b>Funding Sources</b>						
Local Funds	14,515,802	20,511,029	7,450,000	-	-	42,476,831
Grants	2,500,000	6,050,000	8,250,000	1,000,000	-	17,800,000
Other Capital Contributions	-	-	-	-	-	-
<b>Total</b>	\$ 17,015,802	\$ 26,561,029	\$ 15,700,000	\$ 1,000,000	\$ -	\$ 60,276,831

**Estimated Operating Cost Impact**

No new operating costs are expected to be incurred as a result of these projects.

**Project Benefits**

CapMetroRail Red Line service capacity improvements will allow for service enhancements. Additional stations will improve the customer experience. System safety enhancements will protect rail infrastructure.

**Strategic Priority and Objective**

These projects support strategic priorities and objectives: Customer: Provide a convenient, desirable, and accessible option for mobility in the region and its various communities. Community: Demonstrate our value to a growing region by collaborating with partners and communities.

**Project Name** Railroad Commuter State of Good Repair

**Project Type** Railroad Commuter

**Project Description**

This project category includes state of good repair work for bridges, tracks, rail grade crossings, grade crossing signal health monitoring and crossing improvements.

<b>FY2025 - FY2029 Capital Improvement Plan</b>						
	FY2025	FY2026	FY2027	FY2028	FY2029	<b>Total</b>
<b>Spending Categories</b>						
Other	\$ 3,740,000	\$ 2,336,471	\$ 776,471	\$ 776,471	\$ 776,471	\$ 8,405,882
<b>Total</b>	3,740,000	2,336,471	776,471	776,471	776,471	8,405,882
<b>Funding Sources</b>						
Local Funds	763,529	-	-	-	-	763,529
Grants	2,976,471	2,336,471	776,471	776,471	776,471	7,642,353
Other Capital Contributions	-	-	-	-	-	-
<b>Total</b>	\$ 3,740,000	\$ 2,336,471	\$ 776,471	\$ 776,471	\$ 776,471	\$ 8,405,882

**Estimated Operating Cost Impact**

No new operating costs are expected to be incurred as a result of these projects.

**Project Benefits**

This category of projects will assess the condition of rail infrastructure and assets. Maintenance and corrective action will be undertaken to maximize the useful life of the assets.

**Strategic Priority and Objective**

These projects support the following strategic priorities and objectives: Customer: Provide a convenient, desirable, and accessible option for mobility in the region and its various communities. Organizational Effectiveness: Deliver responsibly and sustainably on the mission.

**Project Name** Public Safety and Emergency Management Equipment and Enhancements **Project Type** Public Safety and Emergency Management

**Project Description**

This project category includes vehicle camera systems, rail signal house and crossing security enhancements, facility camera enhancements and replacements, video system integration software, and access control system replacement.

<b>FY2025 - FY2029 Capital Improvement Plan</b>						
	<b>FY2025</b>	<b>FY2026</b>	<b>FY2027</b>	<b>FY2028</b>	<b>FY2029</b>	<b>Total</b>
<b>Spending Categories</b>						
Other	\$ 1,911,500	\$ 1,750,000	\$ 1,049,835	\$ 945,825	\$ 1,461,825	\$ 7,118,985
<b>Total</b>	1,911,500	1,750,000	1,049,835	945,825	1,461,825	7,118,985
<b>Funding Sources</b>						
Local Funds	1,911,500	1,750,000	1,049,835	945,825	1,461,825	7,118,985
Grants	-	-	-	-	-	-
Other Capital Contributions	-	-	-	-	-	-
<b>Total</b>	\$ 1,911,500	\$ 1,750,000	\$ 1,049,835	\$ 945,825	\$ 1,461,825	\$ 7,118,985

**Estimated Operating Cost Impact**

Public safety and emergency management security technology equipment and enhancements are expected to increase operating expenses by \$100,000 per year due to the increased maintenance costs directly related to the continued expansion of the video system, related hardware, and other public safety technology systems (access control, video, etc.). The expansion of the video and access control systems is directly related to CapMetro adding facilities and services. The video and access control systems directly support these facilities and services.

**Project Benefits**

Video and access control system expansion and upgrades will continue to have a positive impact on public safety for customers and employees by enhancing security, safety, and situational awareness at CapMetro facilities, on vehicles, and operations.

**Strategic Priority and Objective**

These projects support the following strategic priorities and objectives: Customer: Provide a convenient, desirable, and accessible option for mobility in the region and its various communities. Organizational Effectiveness: Deliver responsibly and sustainably on the mission.

**Project Name** Project Connect

**Project Type** Project Connect

**Project Description**

This project category is for 4 new MetroRapid lines, MetroRapid park and rides, end of line electric charging infrastructure, south base demand response facility, vehicle radio enhancements and on-board validators for neighborhood circulator vehicles. Program expense is funded by the Austin Transit Partnership and the Small Starts Grant Program.

FY2025 - FY2029 Capital Improvement Plan						
	FY2025	FY2026	FY2027	FY2028	FY2029	Total
<b>Spending Categories</b>						
Other	\$ 68,445,383	\$ 12,762,360	\$ 27,877,977	\$ 44,950,000	\$ 14,796,067	\$168,831,788
<b>Total</b>	68,445,383	12,762,360	27,877,977	44,950,000	14,796,067	168,831,788
<b>Funding Sources</b>						
Local Funds	-	-	-	-	-	-
Grants	9,200,000	1,000,000	-	-	-	10,200,000
Other Capital Contributions	59,245,383	11,762,360	27,877,977	44,950,000	14,796,067	158,631,788
<b>Total</b>	\$ 68,445,383	\$ 12,762,360	\$ 27,877,977	\$ 44,950,000	\$ 14,796,067	\$168,831,788

**Estimated Operating Cost Impact**

Operating costs for Project Connect have been developed and will be included upon completion of each portion of the project as revenue operations begin.

**Project Benefits**

Project Connect is a program of capital infrastructure projects. These projects will expand Austin’s transit network to reach more communities and to grow capacity for public transportation by nearly threefold.

**Strategic Priority and Objective**

These projects support strategic priorities and objectives: Customer: Provide a convenient, desirable, and accessible option for mobility in the region and its various communities. Workforce: Invest in a productive and valued workforce. Community: Demonstrate our value to a growing region by collaborating with partners and communities.

**Project Name** Bus Fleet

**Project Type** Vehicles

**Project Description**

This project category includes replacements and additions of transit buses and electric bus chargers.

FY2025 - FY2029 Capital Improvement Plan						
	FY2025	FY2026	FY2027	FY2028	FY2029	Total
<b>Spending Categories</b>						
Other	\$ 19,368,376	\$ 11,321,250	\$ 31,672,000	\$ 32,464,000	\$ 32,464,000	\$127,289,627
<b>Total</b>	19,368,376	11,321,250	31,672,000	32,464,000	32,464,000	127,289,627
<b>Funding Sources</b>						
Local Funds	16,277,233	5,970,107	28,580,857	29,372,857	29,372,857	109,573,912
Grants	3,091,143	5,351,143	3,091,143	3,091,143	3,091,143	17,715,715
Other Capital Contributions	-	-	-	-	-	-
<b>Total</b>	\$ 19,368,376	\$ 11,321,250	\$ 31,672,000	\$ 32,464,000	\$ 32,464,000	\$127,289,627

**Estimated Operating Cost Impact**

Replacement buses do not result in additional operating costs incurred. Addition of bus chargers will incur additional equipment maintenance costs and consumption of electricity, but both will be partially offset by lower diesel consumption and lower maintenance costs of diesel storage and dispensing systems.

**Project Benefits**

Replacement of vehicles at the end of their useful life maintains assets in a state of good repair, minimizes maintenance costs and improves the customer experience. Adding bus charging infrastructure supports adoption of zero emission fleet.

**Strategic Priority and Objective**

These projects support strategic priority and objective: Organizational Effectiveness: Deliver responsibly and sustainably on the mission.

**Project Name** Fleet System Enhancements

**Project Type** Vehicles

**Project Description**

This project category includes vehicle radio enhancements and replacements and Police Department radios and recording equipment.

FY2025 - FY2029 Capital Improvement Plan						
	FY2025	FY2026	FY2027	FY2028	FY2029	Total
<b>Spending Categories</b>						
Other	\$ 5,136,454	\$ 4,546,727	\$ 214,470	\$ -	\$ -	\$ 9,897,650
<b>Total</b>	5,136,454	4,546,727	214,470	-	-	9,897,650
<b>Funding Sources</b>						
Local Funds	5,136,454	4,546,727	214,470	-	-	9,897,650
Grants	-	-	-	-	-	-
Other Capital Contributions	-	-	-	-	-	-
<b>Total</b>	\$ 5,136,454	\$ 4,546,727	\$ 214,470	\$ -	\$ -	\$ 9,897,650

**Estimated Operating Cost Impact**

No new operating costs are expected to be incurred as a result of these projects.

**Project Benefits**

Police department radios provide a reliable communication network for the Transit Police department which patrols transit service and handles incidents and emergencies. Radio replacement will upgrade bus and paratranist radios to most current technology improving coverage and reliability.

**Strategic Priority and Objective**

These projects support strategic priorities and objectives: Customer: Provide a convenient, desirable, and accessible option for mobility in the region and its various communities. Workforce: CapMetro has a productive, invested, and valued workforce.

**Project Name** Non-Revenue Fleet

**Project Type** Vehicles

**Project Description**

This project category includes replacements and additions of non-revenue vehicles.

<b>FY2025 - FY2029 Capital Improvement Plan</b>						
	FY2025	FY2026	FY2027	FY2028	FY2029	Total
<b>Spending Categories</b>						
Other	\$ 1,920,000	\$ 950,000	\$ 635,000	\$ 1,200,000	\$ 660,000	\$ 5,365,000
<b>Total</b>	1,920,000	950,000	635,000	1,200,000	660,000	5,365,000
<b>Funding Sources</b>						
Local Funds	1,920,000	950,000	635,000	1,200,000	660,000	5,365,000
Grants	-	-	-	-	-	-
Other Capital Contributions	-	-	-	-	-	-
<b>Total</b>	\$ 1,920,000	\$ 950,000	\$ 635,000	\$ 1,200,000	\$ 660,000	\$ 5,365,000

**Estimated Operating Cost Impact**

No new operating costs are expected to be incurred as a result of these projects.

**Project Benefits**

Replacement of vehicles at the end of their useful lives maintains assets in a state of good repair and helps to minimize maintenance costs.

**Strategic Priority and Objective**

These projects support strategic priority and objective: Organizational Effectiveness: Deliver responsibly and sustainably on the mission.

**Project Name** Paratransit Fleet

**Project Type** Vehicles

**Project Description**

This project category includes replacements and additions of demand-response vehicles.

<b>FY2025 - FY2029 Capital Improvement Plan</b>						
	FY2025	FY2026	FY2027	FY2028	FY2029	Total
<b>Spending Categories</b>						
Other	\$ 6,970,200	\$ 9,776,300	\$ 3,002,000	\$ 5,676,000	\$ -	\$ 25,424,500
<b>Total</b>	6,970,200	9,776,300	3,002,000	5,676,000	-	25,424,500
<b>Funding Sources</b>						
Local Funds	3,670,200	9,776,300	3,002,000	5,676,000	-	22,124,500
Grants	3,300,000	-	-	-	-	3,300,000
Other Capital Contributions	-	-	-	-	-	-
<b>Total</b>	\$ 6,970,200	\$ 9,776,300	\$ 3,002,000	\$ 5,676,000	\$ -	\$ 25,424,500

**Estimated Operating Cost Impact**

Replacement paratransit and microtransit vehicles do not result in additional operating costs incurred. Expansion of paratransit fleet shifts spending from operating to capital, but does not affect fleet operating costs incurred.

**Project Benefits**

Replacement of vehicles at the end of their useful life maintains assets in a state of good repair, minimizes maintenance costs and improves the customer experience. Expansion of paratransit fleet provides greater control of spending and reduces risk related to fleet dependability.

**Strategic Priority and Objective**

These projects support strategic priority and objective: Organizational Effectiveness: Deliver responsibly and sustainably on the mission.

**Project Name** Capital Project Contingency

**Project Type** Capital Project Contingency

**Project Description**

This project category includes reserve for contingencies.

<b>FY2025 - FY2029 Capital Improvement Plan</b>						
	FY2025	FY2026	FY2027	FY2028	FY2029	<b>Total</b>
<b>Spending Categories</b>						
Other	\$ 10,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 18,000,000
<b>Total</b>	10,000,000	2,000,000	2,000,000	2,000,000	2,000,000	18,000,000
<b>Funding Sources</b>						
Local Funds	10,000,000	2,000,000	2,000,000	2,000,000	2,000,000	18,000,000
Grants	-	-	-	-	-	-
Other Capital Contributions	-	-	-	-	-	-
<b>Total</b>	\$ 10,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 18,000,000

**Estimated Operating Cost Impact**

No new operating costs are expected to be incurred as a result of this project.

**Project Benefits**

Capital project reserve provides contingency funds in the event that project costs are greater than projected or unexpected capital needs materialize between budget cycles.

**Strategic Priority and Objective**

This project supports strategic priority and objective: Organizational Effectiveness: Deliver responsibly and sustainably on the mission.

**CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
DEMOGRAPHIC AND ECONOMIC STATISTICS  
LAST TEN YEARS**

Year	City of Austin Population (1)	Population MSA (1)	Income (MSA) (thousands of dollars) (1)	Per Capita Personal Income (MSA) (1)	Unemployment Rate (MSA) (1)
2014	878,002	1,943,409	\$97,181,958	\$50,006	4.2
2015	899,119	2,002,591	\$103,244,100	\$51,555	3.4
2016	925,491	2,062,211	\$107,664,294	\$52,208	3.3
2017	946,080	2,115,230	\$117,458,116	\$55,530	3.1
2018	963,797	2,168,316	\$127,439,164	\$58,773	2.9
2019	980,886	2,187,161	\$138,650,094	\$63,393	2.6
2020	961,855	2,235,584	\$150,639,599	\$64,913	6.3
2021	975,321	2,298,224	\$163,778,682	\$71,300	3.5
2022	981,610	2,421,115	\$181,870,848	\$75,119	2.8
2023	995,722	2,433,199	\$199,847,793	\$82,100	3.6

Note: Prior years statistics are subject to change as more precise numbers become available.

(1) Source: City of Austin 2023 Annual Comprehensive Financial Report.

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Board of Directors

Item #: AI-2024-1251

Agenda Date: 9/23/2024

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**SUBJECT:**

Approval of a resolution adopting the CapMetro Investment Policy.

**FISCAL IMPACT:**

This action has no fiscal impact.

**STRATEGIC PLAN:**

Strategic Goal Alignment:

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

Strategic Objectives:

- 1.1 Safe & Reliable Service
- 1.2 High Quality Customer Experience
- 1.3 Accessible System
- 2.1 Support Sustainable Regional Growth
- 2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs
- 2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff
- 3.2 Employer of Choice
- 3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent
- 4.2 Culture of Safety
- 4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** Annual review and approval of this policy is required to comply with the Texas Public Funds Investment Act. The policy was last reviewed in October 2023.

**BUSINESS CASE:** CapMetro is required to invest funds in accordance with the Public Funds Investment Act. The governing body (the CapMetro Board) of an investing entity (CapMetro) is required to review its investment policy and investment strategies no less than annually. Per the Public Funds Investment Act, the CapMetro Board shall adopt a written instrument stating that it has reviewed the investment policy and investment strategies and that the written instrument so adopted shall record any changes made to either the investment policy or investment strategies.

**COMMITTEE RECOMMENDATION:** This item was presented and recommended for approval by the Finance, Audit and Administration Committee on September 11, 2024.

EXECUTIVE SUMMARY: The proposed policy was reviewed by PFM Asset Management LLC, under contract as CapMetro's investment advisory firm. Attached is a copy of the Investment Policy which complies with the Act. There were no changes to the document since it was last adopted in 2023.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Finance

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1251**

**WHEREAS**, CapMetro is required to invest funds in accordance with the Texas Public Funds Investment Act;  
and

**WHEREAS**, the Texas Public Funds Investment Act requires an annual review of the investment policy and investment strategies and such review has been performed;

**NOW, THEREFORE, BE IT RESOLVED** by the Capital Metropolitan Transportation Authority Board of Directors that the attached Investment Policy, which includes Capital Metro’s investment strategies, has been reviewed and no changes are recommended at this time.

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

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

## PREFACE

It is the policy of the Capital Metropolitan Transportation Authority (CapMetro) that all available funds shall be invested in conformance with these legal and administrative guidelines.

Effective cash management is recognized as essential to good fiscal management. An aggressive cash management and investment policy will be pursued to take advantage of investment interest as viable and material revenue to all operating and capital funds.

CapMetro's portfolio shall be designed and managed in a manner responsive to the public trust and consistent with state and federal law.

Investments shall be made with the primary objectives of:

- Preservation of capital and protection of principal
- Maintenance of sufficient liquidity to meet operating needs
- Security of CapMetro funds and investments
- Diversification of investments to avoid unreasonable or unavoidable risks
- Maximization of return on the portfolio

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**SECTION I****PURPOSE****I. PURPOSE****A. Authorization**

This Policy is to be authorized by the CapMetro Board of Directors in accordance with Section 2256.005 of the Public Funds Investment Act (Chapter 2256, Texas Government Code) which requires the adoption of a formal written Investment Policy.

**B. Scope**

This Policy shall govern the investment of all funds of CapMetro as entrusted to the Board of Directors and other authorized representatives in accordance with Section 451.101 of the Texas Transportation Code. In addition to this Policy, bond funds, including debt service and reserve funds, shall be managed by their governing resolution and federal law, including the Tax Reform Act of 1986 and subsequent legislation.

**C. Review and Amendment**

This Policy shall be reviewed annually. Amendments must be authorized by the CapMetro Board of Directors.

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## SECTION II

### INVESTMENT OBJECTIVES

#### II. INVESTMENT OBJECTIVES

##### A. Safety of Principal

CapMetro has as its foremost objective to ensure the safety of principal, considering the portfolio as a whole. The manner in which CapMetro ensures safety of principal is presented in Section IV.B., “Ensuring Safety of Principal”.

##### B. Maintenance of Adequate Liquidity

CapMetro’s investment portfolio must be structured in a manner which will provide the liquidity necessary to pay obligations as they become due. Maintenance of adequate liquidity is described in Section IV.C., “Ensuring Liquidity”.

##### C. Return on Investments

Consistent with State law, CapMetro shall seek to optimize return on investments within the constraints of safety and liquidity. Investments (excluding assets managed under separate investment programs, such as in arbitrage restrictive programs) shall be made in permitted obligations at yields equal to or greater than the bond equivalent yield on United States Treasury obligations of comparable maturity. Other appropriate performance measures will be established by the Investment Committee. Specific policies regarding investment rate of return are presented in Section IV.D., “Achieving Investment Return Objectives”.

For bond issues to which Federal yield or arbitrage restrictions apply, the primary objectives shall be to maximize retainable earnings and to minimize the costs associated with investment of such funds.

##### D. Prudence and Ethical Standards

The standard of prudence used by CapMetro shall be the “prudent person rule” and shall be applied in the context of managing the overall portfolio within the applicable legal constraints. The prudent person rule is restated below: “Investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence would

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exercise in the management of their own affairs, not for speculation, but for investment, considering the probable safety of their capital as well as the probable income to be derived.”

In determining whether the Investment Officer(s) or Investment Advisor under contract has exercised prudence with respect to an investment decision, the determination shall be made taking into consideration the investment of all funds over which the Officer/Advisor had responsibility rather than a consideration as to the prudence of a single investment, and whether the investment decision was consistent with the written Investment Policy of CapMetro.

Specific policies describing CapMetro’s prudence and ethical standards are found in Section IV.E., “Responsibility and Controls”.

**SECTION III****INVESTMENT STRATEGY STATEMENT****III. INVESTMENT STRATEGY STATEMENT**

CapMetro maintains portfolios of operating and operating reserve funds. Investment strategies for operating and operating reserve funds have as their primary objective to assure that anticipated cash flows are matched with adequate investment liquidity. The secondary objective is to create a portfolio structure which will experience minimal volatility during economic cycles. This may be accomplished by purchasing quality, short- to medium-term securities that will complement each other in a laddered or barbell maturity structure. The dollar weighted average maturity of 548 days or less for the combined investment portfolios will be calculated using the stated final maturity dates of each security. Securities may not be purchased that have a final stated maturity date which exceeds five years. Additional guidelines for specific investment portfolios include:

- A. General Fund - All securities identified in IV. A. Eligible Investments are suitable for the General Fund. Securities purchased for the General Fund will be laddered out with an average maturity of no more than one year.
- B. Budget Stabilization Reserve - All securities identified in IV. A. Eligible Investments are suitable for the Budget Stabilization Reserve. The portfolio may be invested for a maximum average maturity of no more than two years.
- C. Statutory Operating Reserve - All securities identified in IV. A. Eligible Investments are suitable for the Statutory Operating Reserve. The portfolio may be invested for a maximum average maturity of no more than two years.
- D. Project Specific Accounts - Project specific investment portfolio may be created from time to time for the investment of specific capital projects. All securities identified in IV. A. Eligible Investments are suitable and all investments must be scheduled to mature before any forecast cash flow. Currently, the Austin Mobility Portfolio has been established as a specific investment portfolio.

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**SECTION IV**  
**INVESTMENT POLICIES**

**IV. INVESTMENT POLICIES**

A. Eligible Investments

Investments described below are those authorized by the Public Funds Investment Act (Chapter 2256, Texas Government Code), as amended, which is included and made a part of this Policy as Appendix A. The following list may not contain all of those securities that are authorized by state statutes, but only those that the Board of Directors wish to include in the CapMetro's portfolios. The purchase of specific issues may at times be further restricted or prohibited because of current market conditions. CapMetro funds governed by this Policy may be invested in:

1. Obligations of the United States or its agencies and instrumentalities.
2. Direct Obligations of the State of Texas.
3. Other obligations, the principal and interest on which are unconditionally guaranteed or insured by the State of Texas or the United States or its agencies and instrumentalities.
4. Obligations of states, agencies, counties, cities and other political subdivisions of any state having been rated as to investment quality by a nationally recognized investment rating firm and having received a rating of not less than A or its equivalent.
5. Bankers' Acceptances with a stated maturity of 270 days or less from the date of its issuance that will be, in accordance with its terms, liquidated in full at maturity; is eligible for collateral for borrowing from a Federal Reserve Bank; and is accepted by a bank organized and existing under the laws of the United States or any state, if the short-term obligations of the bank, or of a bank holding company of which the bank is the largest subsidiary, are rated not less than A-1 or P-1 or an equivalent rating by at least one nationally recognized credit rating agency.
6. Commercial paper with a stated maturity of 365 days or less from the date of its issuance that either:
  - a. Is rated not less than A-1, P-1, or the equivalent by at least two nationally recognized credit rating agencies; or,

- b. Is rated at least A-1, P-1, or the equivalent by at least one nationally recognized credit rating agency and is fully secured by an irrevocable letter of credit issued by a bank organized and existing under the laws of the United States or any state thereof.
7. Fully collateralized repurchase agreements having a defined termination date, placed through a primary government securities dealer, as defined by the Federal Reserve, or a bank domiciled in Texas, and secured by obligations described by 1 above (the principal and interest on which are guaranteed by the United States or any of its agencies), pledged with a third party selected or approved by CapMetro and having a market value (including accrued interest) of no less than the principal amount of the funds disbursed.
  8. Other obligations, the principal and interest of which are unconditionally guaranteed or insured by, or backed by the full faith and credit of, this State or the United States or their respective agencies and instrumentalities, including obligations that are fully guaranteed or insured by the Federal Deposit Insurance Corporation or by the explicit full faith and credit of the United States.
  9. SEC-regulated, no load money market mutual funds with a dollar-weighted average stated portfolio maturity of 60 days or less and whose investment objectives include seeking to maintain a stable net asset value of \$1 per share. No more than 50% of CapMetro's average fund balance may be invested in money market mutual funds and may not invest funds under its control in an amount that exceeds 10% of the total assets of any individual money market mutual fund. Money market mutual funds are to be rated AAA-m or equivalent by on Nationally Recognized Statistical Rating Organization ("NRSRO").
  10. Local government investment pools organized in accordance with the Interlocal Cooperation Act (Chapter 791, Texas Government Act) as amended, whose assets consist exclusively of the obligations that are allowed as a direct investment for funds subject to the Public Funds Investment Act (Chapter 2256, Texas Government Code). A public funds investment pool must be continuously rated no lower than AAA, AAA-m or at an equivalent rating by at least one nationally recognized rating service and follow all applicable requirements of the Public Funds Investment Act.

Compensating balances may be held at CapMetro's depository institution provided that market conditions or other factors, such as the depository institution's earnings credit rate or cost of services, provides an economic benefit to CapMetro that helps to optimize return while maintaining adequate liquidity.

Investments in collateralized mortgage obligations are strictly prohibited. These securities are also disallowed for collateral positions. CapMetro will not be required to liquidate investments that were authorized investments at the time of purchase.

Settlement of all investment transactions, except those transactions involving investments in mutual funds or local government investment pools, must be made on a delivery versus payment basis.

## B. Ensuring Safety of Principal

Ensuring safety is accomplished through protection of principal and safekeeping.

### 1. Protection of Principal

CapMetro shall seek to control the risk of loss due to the failure of a security issuer or guarantor. Such risk shall be controlled by investing only in the safest types of securities as defined in the Policy, by qualifying the broker/dealer and financial institution with whom CapMetro will transact, by collateralization as required by law, by portfolio diversification and by limiting maturity.

CapMetro will seek to control the risk of loss due to failure of issuers of commercial paper by monitoring the ratings of portfolio positions to ensure compliance with the rating requirements imposed by the Public Funds Investment Act. Should an issuer experience a single step downgrade of its credit rating by a nationally recognized credit rating agency within 90 days of the position's maturity, the Investment Officer(s) may approve holding the paper to maturity. If the subject paper matures beyond the 90-day period or if the credit rating downgrade exceeds a single step, it will be CapMetro's policy to convene an emergency meeting of the Investment Committee to determine whether liquidation of the position is warranted. This meeting should take place within 24 hours of notification or discovery of the credit downgrade.

The purchase of individual securities shall be executed "delivery versus payment" ("DVP") through the Federal Reserve System. By so doing, CapMetro funds are not released until CapMetro has received, through the Federal Reserve wire, the securities purchased.

a. Approved Broker/Dealers/Financial Institutions

Investments shall only be made with those firms and institutions who have acknowledged receipt and understanding of CapMetro's Investment Policy. The "qualified representative" of the business as defined in Chapter 2256 of the Texas Government Code shall execute a written certification to acknowledge receipt of CapMetro's Investment Policy and to acknowledge that the organization has implemented reasonable procedures and controls to preclude imprudent investment activities arising out of the investment transactions conducted between the entity and CapMetro. Should CapMetro contract with an external investment advisor to execute the Authority's investment strategy, including the negotiation and execution of investment transactions, a managing officer of the investment advisory firm may sign the written certification in lieu of the broker/dealer firms. This certification must be included as part of the investment advisory contract.

Securities, certificates of deposit and share certificates shall only be purchased from those institutions included on CapMetro's list of broker/dealers, banks, savings banks and credit unions as approved by the Investment Committee. This list of approved investment providers must be reviewed at least annually by CapMetro's Investment Committee.

b. Master Repurchase Agreement

It is the policy of CapMetro to require each issuer of repurchase agreements to sign a copy of the CapMetro Master Repurchase Agreement. An executed copy of this agreement must be on file before CapMetro will enter into any repurchase agreement with an issuer. (See Appendix B "Master Repurchase Agreement.")

Note: CapMetro does not currently enter into repurchase agreements. The Master Repurchase Agreement previously attached to the Investment Policy expired in 2009. If CapMetro's investment officers and advisor recommend the use of repurchase agreements in the future, a new Master Purchase Agreement will be drafted and brought to the Board of Directors for consideration.

c. Collateralization

Consistent with the requirements of State law, CapMetro requires all banks, savings banks and credit union deposits to be federally insured or collateralized with eligible securities. Financial institutions serving as CapMetro Depositories will be required to sign an Agreement with CapMetro

and its safekeeping agent for the collateral, perfecting CapMetro's rights to the collateral in case of default, bankruptcy or closure. CapMetro shall not accept, as depository collateral, any security that is not specifically allowed to be held as a direct investment by the CapMetro portfolio (see W.A.). Repurchase agreements must also be collateralized in accordance with State law. Each issuer of repurchase agreements is required to sign a copy of CapMetro's Master Repurchase Agreement. An executed copy of this agreement must be on file before CapMetro will enter into any repurchase agreements with an issuer. (See Appendix B, "Master Repurchase Agreement".)

(1) Allowable Collateral

(a) Certificates of Deposit/Share Certificates

Eligible securities for collateralization of deposits are defined by the "Public Funds Collateral Act" (Chapter 2257, Texas Government Code) which is included and made a part of the Policy as Appendix A. The eligibility of specific issues may at times be restricted or prohibited because of current market conditions.

(b) Repurchase Agreements

Collateral underlying repurchase agreements is limited to U.S. government and agency obligations, which are eligible for wire transfer (i.e. book entry) to CapMetro's designated safekeeping agent through the Federal Reserve System.

(2) Collateral Levels

Collateral is valued at current market plus interest accrued through the date of valuation.

(a) Certificates of Deposit/Share Certificates

The market value of collateral pledged for certificates of deposit/share certificates must at all times be equal to or greater than the par value of the certificate of deposit plus accrued interest, less the amount insured by the FDIC, FSLIC or the National Credit Union Share Insurance Fund or their successors.

(b) Repurchase Agreements

The market value of collateral required to be pledged for repurchase agreements shall be a percentage of the par value of the agreement plus accrued interest and shall be maintained at the following levels:

<u>Collateral Maturity</u>	<u>U.S. Treasury Securities</u>	<u>U.S. Government Agency</u>
1 year or less	101%	101%
1 year to 5 years	102%	102%
Over 5 years	103%	104%

(3) Monitoring Collateral Adequacy

(a) Certificates of Deposit/Share Certificates

CapMetro requires monthly reports with market values of pledged securities from all financial institutions with which CapMetro has certificates of deposit/share certificates. CapMetro’s Investment Advisor will at least weekly monitor the adequacy of collateral.

(b) Repurchase Agreements

Weekly monitoring by CapMetro’s Investment Advisor of all collateral underlying repurchase agreements is required. More frequent monitoring may be necessary during periods of market volatility.

(4) Margin Calls

(a) Certificates of Deposit/Share Certificates

If the collateral pledged for a certificate of deposit or share certificate falls below the par value of the deposit, plus accrued interest less FDIC, FSLIC or National Credit Union Share Insurance, the institution will be notified by CapMetro or its Investment Advisor and will be required to pledge additional securities no later than the end of the next succeeding business day.

(b) Repurchase Agreements

If the value of the collateral underlying a repurchase agreement falls below the margin maintenance levels specified above, CapMetro or its Investment Advisor will make a margin call unless the repurchase agreement is scheduled to mature within five business days and the

amount is deemed to be immaterial.

(5) Collateral Substitution

Collateral investments, certificates of deposit and share certificates often require substitution of collateral. Any broker or financial institution requesting substitution must contact the Investment Officer(s) or the external Investment Advisor under contract for approval and settlement. The substituted collateral’s value will be calculated and substitution approved if its value is equal to or greater than the required value (See IV.B1.c(2)(b)). The Investment Officer(s) or Investment Advisor must give immediate notification of the decision to the bank or the safekeeping agent holding the collateral. Substitution is allowable for all transactions, but should be limited, if possible, to minimize potential administrative problems and transfer expense. The Investment Officer(s) or Investment Advisor may limit substitution and assess appropriate fees if substitution becomes excessive or abusive.

(6) Collateral Reductions

Should the collateral’s market value exceed the required amount, any broker or financial institution may request approval from the Investment Officer(s) or the external Investment Advisor under contract to reduce collateral. Collateral reductions may be permitted only if CapMetro’s records indicate that the collateral’s market value exceeds the required amount.

d. Portfolio Diversification

Risk of principal loss in the portfolio as a whole shall be minimized by diversifying investment types according to the following limitations. As discussed below, these limitations do not apply to bond proceeds.

Investment Type:	% of Portfolio
• Repurchase Agreements	50%
• Certificate of Deposit	20%
• Share Certificates	5%
• U.S. Treasury Notes/Bond/Bills	100%
• U.S. Agencies	60%
• Money Market Mutual Funds	50%
• Local Government Investment Pools	100%
• Commercial Paper	30%
• Banker’s Acceptance	15%

It is the policy of CapMetro to diversify its investment portfolio so that reliance on any one issuer or broker will not place an undue financial burden on CapMetro. Generally, CapMetro should limit its repurchase agreement exposure with a single firm to no more than 15% of the value of CapMetro's overall portfolio and its commercial paper and bankers' acceptance exposure with a single issuer to no more than 5% of the value of CapMetro's overall portfolio. To allow efficient and effective placement of proceeds from any bond sales, these limits may be exceeded for a maximum of five business days following the receipt of bond proceeds.

(1) Bond Proceeds

Proceeds of a single bond issue may be invested in. A single security or investment if the Investment Committee determines that such an investment is necessary to comply with Federal arbitrage restrictions or to facilitate arbitrage record keeping and calculation.

e. Limiting Maturity

In order to minimize risk of loss due to interest rate fluctuations, investment maturities will not exceed the anticipated cash flow requirements of the funds. Maturity guidelines by funds are as follows:

(1) General Funds

The dollar weighted average days to final stated maturity shall be 548 days or less. The Investment Advisor will monitor the maturity level and make changes as appropriate.

(2) Bond Proceeds, Bond Reserves, Debt Service Funds

The investment maturity of bond proceeds (including reserves and debt service funds) shall be determined considering:

- (a) the anticipated cash flow requirements of the funds, and;
- (b) the "temporary period" as defined by Federal tax law during which time bond proceeds may be invested at an unrestricted yield. After the expiration of the temporary period, bond proceeds subject to yield restriction shall be invested considering the anticipated cash flow requirements of the funds.

## 2. Safekeeping

### a. Safekeeping Agreement

CapMetro shall contract with a bank or banks for the safekeeping of securities either owned by CapMetro as a part of its investment portfolio or held as collateral to secure certificates of deposits, share certificates or repurchase agreements.

### b. Safekeeping of Certificate of Deposit/Share Certificate Collateral

All collateral securing bank, savings banks and credit union deposits must be held by a third party banking institution approved by CapMetro, or collateral may be held at the Federal Reserve Bank.

### c. Safekeeping of Repurchase Agreement Collateral

The securities which serve as collateral for repurchase agreements with dealers must be delivered to a third-party custodian with which CapMetro has established a third-party safekeeping agreement.

## C. Ensuring Liquidity

Liquidity shall be achieved by investing in securities with active secondary markets and by investing in eligible money market mutual funds (MNIMF's) and local government investment pools (LGIP's).

A security may be liquidated to meet unanticipated cash requirements, to re-deploy cash into other investments expected to outperform current holdings, or to otherwise adjust the portfolio.

## D. Achieving Investment Return Objectives

Investment selection for all funds shall be based on legality, appropriateness, liquidity, and risk/return considerations. The portfolios shall be actively managed to enhance overall interest income. Active management will take place within the context of the "Prudent Person Rule." (See Section MD.).

### 1. Securities Swaps

CapMetro will take advantage of security swap opportunities to improve portfolio yield. A swap which improves portfolio yield may be selected even if the transaction results in an accounting loss.

## 2. Competitive Bidding

It is the policy of CapMetro to require competitive bidding for all individual security purchases except for those transactions with money market mutual funds (MMMF's) and local government investment pools (LGIP's) which are deemed to be made at prevailing market rates, and for government securities purchased at issue through a primary dealer at auction price. Rather than relying solely on yield, investment in MMMF's and LGIP's shall be based on criteria determined by the Investment Committee, including adherence to Securities and Exchange Commission (SEC) guidelines for MMMF's when appropriate.

At least three bidders must be contacted in all transactions involving individual securities. Competitive bidding for security swaps is also required. Bids may be solicited in any manner provided by law. For those situations where it may be impractical or unreasonable to receive three bids for a transaction due to a rapidly changing market environment or to secondary market availability, documentation of a competitive market survey of comparable securities or an explanation of the specific circumstance must be included with the daily bid sheet. All bids received must be documented and filed for auditing purposes.

## 3. Methods of Monitoring Market Price

The methods/sources to be used to monitor the price of investments that have been acquired with public funds shall be from sources deemed reliable by the Investment Advisor, including primary or regional broker/dealers, market information vendors such as Bloomberg or Telerate and market pricing services.

## E. Responsibility and Controls

### 1. Authority to Invest

The authority to invest CapMetro funds and the execution of any documentation necessary to evidence the investment of CapMetro funds is granted to the Investment Advisory firm under current contract and those CapMetro personnel authorized as Investment Officers. The 'CapMetro Board of Directors will designate in writing those CapMetro personnel ("Investment Officers") authorized to invest on behalf of CapMetro.

### 2. Establishment of Internal Controls

The Chief Financial Officer will establish a system of internal controls over the investment activities of CapMetro and document such control in the Investment Procedures Manual.

### 3. Prudent Investment Management

The designated Investment Officers shall perform their duties in accordance with the adopted Investment Policy and procedures set forth in the Investment Procedures Manual. Investment Officers acting in good faith and in accordance with these Policies and Procedures shall be relieved of personal liability.

### 4. Standard of Ethics

The designated Investment Officers shall adhere to CapMetro's ethics policies.

### 5. Training and Education

In accordance with the Public Funds Investment Act (Chapter 2256, Texas Government Code), the designated Investment Officers, or those personnel authorized to execute investment transactions, shall attend at least one investment training session annually. State law requires that training relating to investment responsibilities must be provided by an independent source as approved by the Investment Committee. Personnel authorized to execute or approve investment transactions must receive at least 10 hours of investment training within each two-year period.

### 6. Investment Committee

An Investment Committee shall be established to determine investment guidelines, general strategies, and monitor performance. Members of the Investment Committee will include the Investment officers and a representative of the external investment advisory firm. The Committee may also include one additional member, as designated by the CapMetro Board of Directors. The Committee shall meet quarterly to review performance, strategy and procedures.

## F. Reporting

Investment performance is continually monitored and evaluated by the Investment Advisor. The Investment Advisor will provide detailed reports, as required by the Public Funds Investment Act (Chapter 2256, Texas Government Code), Section 2256.023, for the General Manager, the Chief Financial Officer, the Board of Directors and the Investment Committee on a quarterly basis.

The report will outline conformance to the restrictions of the Policy in the area of diversification and term of maturity. The report will also compare the performance of CapMetro's portfolio to appropriate benchmarks as determined by the Investment Committee. The report will include an economic summary discussing interest rate trends, investment strategy and any other information deemed appropriate by the Chief

Financial Officer or the Investment Committee.

#### G. Compliance Audit

In conjunction with its annual financial audit, CapMetro shall perform a compliance audit of management controls on investments and adherence to CapMetro's established Investment Policies. The results of the audit shall be reported to the Investment Committee and the CapMetro Board of Directors.

#### H. Certification

A copy of this Investment Policy will be provided to the senior management of any bank, dealer, broker or investment advisor wishing to transact investment business directly with CapMetro in order that it is apprised of the investment goals of CapMetro. Before business is transacted with the firm, a certification (Appendix C) must be signed by a senior member of a firm. Should CapMetro contract with an external investment advisor to execute the Authority's investment strategy, including the negotiation and execution of investment transactions, a managing officer of the investment advisory firm may sign the written certification in lieu of the broker/dealer firms. Certifications will be provided on an annual basis immediately following the re-adoption of this Investment Policy by the Board of Directors.

**APPENDIX**

- A. INVESTMENT LEGISLATION
- B. MASTER REPURCHASE AGREEMENT (repurchase agreements not currently utilized, see note in Section IV.B, Ensuring Safety of Principal).
- C. BROKER/DEALER CERTIFICATION

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Board of Directors

Item #: AI-2024-1254

Agenda Date: 9/23/2024

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute contracts for marketing services with Sherry Matthews Group, Pulsar Advertising, ReconMR, Sensis and Satori Marketing in a total amount not to exceed \$17,472,281 for one (1) base year and four (4) option years.

**FISCAL IMPACT:**

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

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**Strategic Objectives:**

- 1.1 Safe & Reliable Service
- 1.2 High Quality Customer Experience
- 1.3 Accessible System
- 2.1 Support Sustainable Regional Growth
- 2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs
- 2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff
- 3.2 Employer of Choice
- 3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent
- 4.2 Culture of Safety
- 4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** These contracts support the research necessary to understand our customers, test our digital properties and measure community perception, ensure resources for support of marketing communications in key CapMetro projects, and provide support for the ongoing development of CapMetro's internal web and digital properties. These contracts will support long-term strategic projects such as Service Plan 2035, customer experience testing, public safety, fare changes and campaigns associated with the value of transit, ridership, safety and special events.

**BUSINESS CASE:** This contract will allow CapMetro to work on projects that support the Strategic Plan in a highly flexible manner. The disciplines covered in these contracts supplement the skill sets of the Marketing and Communications team, allow CapMetro to engage these professionals on an as-needed basis through task orders and allow CapMetro to provide a full range of marketing and communications services. This is a task

order contract and the not-to-exceed contract award amount does not constitute a commitment to pay

COMMITTEE RECOMMENDATION: This item will be presented to the full board on September 23, 2024.

EXECUTIVE SUMMARY: CapMetro maintains a small staff in its Marketing and Communications Department and depends upon contracted marketing agencies to provide assistance with the development of campaigns and strategies to achieve objectives in the Authority's strategic plan. The professional services within the contract are divided into five modules:

Module 1: Communications, public relations and social media services

Module 2: Multimedia marketing and advertising services

Module 3: Consumer, market, customer experience and user experience research

Module 4: Web strategy, design, SEO, UX and content development.

Module 5: Videography

These modules, with the exception of Module 1, will be awarded to multiple contractors..

DBE/SBE PARTICIPATION: The DBE goal placed on the solicitation was 4%. The vendors awarded committed to the following SBE participation below, which will be tracked during the term of the contract:

- Sherry Matthews Group - 7%
- Pulsar Advertising - 4%
- ReconMR - 15%
- Sensis - 4%
- Satori Marketing - 100% (DBE/SBE Certified company)

PROCUREMENT: On May 15, 2024, a Request for Proposal was issued and formally advertised for the performance of Marketing Services. By the closing date of June 28, 2024, a total of fourteen (14) proposals were received. The technical evaluation factors included expertise in media relations, creating brand value, targeting key markets to promote customer growth, delivering comprehensive marketing plans and the full range of research services, using various tools to improve digital customer experience to implement strategies, and expertise in the full range of videography and in the Austin/Central Texas market. As a result of the team's thorough evaluation of all 14 proposals, the following five (5) proposals from Pulsar Advertising, Incorporated, ReconMR, LLC, Satori Marketing, LLC, Sensis, Incorporated, and Sherry Matthews, Incorporated were deemed the best value, considering price and other factors to include technical capability. The term of each resulting

contract will be a One-Year Base Period, with 4-One Year Option periods. The contracts are fixed price indefinite-delivery-indefinite-quantity type task order contracts, with a total estimated not-to-exceed amount of \$17,472,280.74 for all task orders issued under the five (5) contracts.

RESPONSIBLE DEPARTMENT: Marketing

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1254**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to educate and inform its customers and the larger public of its service offerings, changes and improvements; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management recognize the need to maintain marketing and communications services contracts with the flexibility to provide a full range of services to accomplish its goals and objectives

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to finalize and execute contracts with Sherry Matthews Group, Pulsar Advertising, ReconMR, Sensis and Satori Marketing in a total amount not to exceed \$17,472,281 for one (1) base year and four (4) option years.

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

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

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Board of Directors

Item #: AI-2024-1229

Agenda Date: 9/23/2024

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Motorola Solutions, Inc to purchase hand radios, mobile radios and consoles in support of the transit police department, in a total amount not to exceed \$1,858,078.

**FISCAL IMPACT:**

Funding for this action is in the proposed FY2025 Capital and Operating Budgets.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**Strategic Objectives:**

- 1.1 Safe & Reliable Service       1.2 High Quality Customer Experience       1.3 Accessible System
- 2.1 Support Sustainable Regional Growth       2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs       2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff       3.2 Employer of Choice       3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent       4.2 Culture of Safety       4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** Providing radios to the transit police ensures they can quickly and effectively respond to incidents, which aligns directly with our strategic objective of maintaining a Safe & Reliable Service system.

**BUSINESS CASE:** To effectively establish and support the new Transit Police Department, procuring advanced radios is crucial. Radios are necessary to facilitate essential real-time communication, enabling officers to respond swiftly and effectively to incidents and emergencies.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on September 23, 2024.

**EXECUTIVE SUMMARY:** With the establishment of the Transit Police Department in FY2025, it is essential that

sworn personnel be equipped with radios to ensure seamless and efficient communication and response capabilities. This investment is crucial for the smooth operation of the new department, enhancing operational effectiveness and safeguarding the community through reliable and modern communication technology.

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

DBE/SBE PARTICIPATION: Does not apply. This procurement was done through an internal local agreement with the City of Austin.

PROCUREMENT: CapMetro will use the contract with Motorola made available through our contract with the City of Austin under Chapter 791, Texas Government Code.

City of Austin awarded contracts are available for use by CapMetro via Title 7, Intergovernmental Relations Chapter 791, Interlocal Cooperation Contracts and The Texas Interlocal Cooperation Act. The contract will utilize City of Austin Contract No. MA-6400-NS160000056 for Communication Systems with Motorola Solutions, Inc., to purchase hand radios, mobile radios, consoles, and console extended warranty.

Purchases made using City of Austin contracts satisfy otherwise applicable competitive bidding requirements. Pricing for Motorola radios, consoles, and warranty was determined to be fair & reasonable by the City of Austin during its solicitation and award process. The following is Motorola Solutions pricing:

Description	Lump Sum
Motorola Radios, Consoles (Capital)	\$1,580,550
Extended warranty on consoles for 5 years (Operating)	\$277,528
Total Capital and Operating Expense	\$1,858,078

RESPONSIBLE DEPARTMENT: Operations and Maintenance Oversight

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1229**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors recognizes the need to purchase radios for the Transit Police Department to promote safe transit system.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a contract with Motorola Solutions, Inc. to purchase hand radios, mobile radios, and consoles in support of the transit police department, in a total amount not to exceed \$1,858,078.

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

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

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Board of Directors

Item #: AI-2024-1142

Agenda Date: 9/23/2024

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Stadler Rail Group for the Mechanical Engineering, Electrical Engineering, Software Engineering, purchase, installation, testing and commissioning of an independent door control systems for ten (10) Stadler GTW Diesel Multiple Units, in a total amount not to exceed \$191,758.

**FISCAL IMPACT:**

Funding for this action is available in the FY2024 Capital Budget.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**Strategic Objectives:**

- 1.1 Safe & Reliable Service       1.2 High Quality Customer Experience       1.3 Accessible System
- 2.1 Support Sustainable Regional Growth       2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs       2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff       3.2 Employer of Choice       3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent       4.2 Culture of Safety       4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** This Independent Door Control System will increase passenger capacity by allowing coupled DMU trainsets to operate during revenue service. This action will allow CapMetro to continue to deliver a customer-friendly experience by increasing capacity during peak hours, special events, and soccer games.

**BUSINESS CASE:** The current DMU Door Control System does not allow the vehicle's doors to be independently operated between coupled DMU's. The addition of the Independent Door Control System allows the Engineer to open the doors independently with safe ingress and egress.

Stadler will provide engineering, design, installation and testing of the Independent Door Control System.

Factory and onsite testing/validation will also be conducted and completed by Stadler.

Project will consist of two phases. Phase 1 will consist of engineering and installation of one system. Phase 2 will consist of installation of the remaining units once Phase 1 is approved.

After installation of the updates to the vehicles, Stadler will commission, validate, and test the updates and functionality to assure proper functionality of the system and vehicles.

Stadler will provide on-site training to Engineers and Qualified Maintenance Person (QMP) for two (2) classes on the functionality and modifications between the previous and new system.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on September 23, 2024.

EXECUTIVE SUMMARY: Installation of system to adapt existing DMU door control system to be independently controlled between coupled trains allowing more passengers to be safely transported on a single run.

DBE/SBE PARTICIPATION: A 0% SBE goal was applied against this contract. This was procured through sole source that did not include any subcontract opportunities.

PROCUREMENT: A sole source procurement was conducted for the purchase and installation of DMU Door Systems from Stadler US, Inc., which followed all Federal Acquisition Regulation (FAR) guidelines and CapMetro policies and procedures for Sole Source Purchases. On July 1, 2024, a Request for Proposal Sole Source was issued and published. A proposal from Stadler US, Inc., was received by the due date of July 11, 2024, prior to 3:00 p.m. The proposal from Stadler US, Inc. was reviewed in all aspects of the technical approach and pricing was deemed fair and reasonable. The contract will be a fixed price contract for a one year term with a period of performance of 180 calendar days.

RESPONSIBLE DEPARTMENT: Rail Operations

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1142**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to increase customer capacity and improve safety by modification of the existing door controls on the existing rail fleet.

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 Stadler Rail Group for the Mechanical Engineering, Electrical Engineering, Software Engineering, purchase, installation, testing and commissioning of a independent door control systems for ten (10) Stadler GTW Diesel Multiple Units, in a total amount not to exceed \$191,758.

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

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

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Board of Directors

Item #: AI-2024-1269

Agenda Date: 9/23/2024

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Swinerton Builders, for construction of the third floor (Phase 1) of 3100 E. 5<sup>th</sup> Street plus exterior improvements for a not to exceed amount of \$5,115,837, plus \$767,375 representing 15% contingency, for a total amount not to exceed \$5,883,212.

**FISCAL IMPACT:**

Funding for this action is in the proposed FY2025 Capital Budget.

**STRATEGIC PLAN:**

Strategic Goal Alignment:

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

Strategic Objectives:

- 1.1 Safe & Reliable Service
- 1.2 High Quality Customer Experience
- 1.3 Accessible System
- 2.1 Support Sustainable Regional Growth
- 2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs
- 2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff
- 3.2 Employer of Choice
- 3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent
- 4.2 Culture of Safety
- 4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** This agenda item aligns with developing new administrative facilities in order to support the needs and growth of the agency.

**BUSINESS CASE:** In 2023, Capital Metro acquired a new building at 3100 E. 5th Street planned as the agency's new administrative headquarters. This facility will accommodate the agency's current space needs plus space forecast for future growth in support of the agency's role as a regional transit leader for the community. This construction project allows agency staff to move into a CapMetro owned facility thereby foregoing the need to lease office space elsewhere. The administrative facility will include sustainability features, provide for collaboration space among departments, and provide enhanced aesthetics thereby retaining and attracting a highly skilled workforce. The project includes ADA upgrades promoting accessibility for both employees and

visitors. Funding for this action is in the proposed FY2025 Capital Budget.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on September 23, 2024.

EXECUTIVE SUMMARY: In 2023, Capital Metro acquired a new building at 3100 E. 5th Street planned as the agency's new administrative headquarters. The existing building is primarily "core & shell" condition which requires build-out for the offices, conference rooms, work areas, breakrooms, walls, ceilings, lighting, HVAC, finishes, flooring, etc. This resolution is for the approval of the construction contract necessary to complete this build-out for the 20,250 square foot 3rd Floor ("Phase 1"); other floors will be managed as a future, separate construction contract. This construction contract also includes miscellaneous exterior improvements such as safety upgrades for site lighting, security cameras, security fencing; plus ADA upgrades for code compliance.

DBE/SBE PARTICIPATION: A 7% SBE goal was placed on the solicitation. The awarded vendor has committed to 10.69% SBE participation and will be tracked during the term of the contract.

PROCUREMENT: This procurement was conducted in accordance with the Competitive Sealed Proposal Method in Texas Government Code Title 10, Subtitle F, Chapter 2269, Subchapter D. On July 5, 2024, a Request for Proposal was issued and formally advertised. Six (6) proposals were received by the closing date of August 8, 2024. All six (6) proposals were evaluated, rated, and ranked based on the following technical evaluation criteria: (1) the offeror's demonstrated understanding of the project undertaking as demonstrated by the proposed work plan, project challenges/risks, innovative solutions, and the technical approach to complete the work; (2) qualifications, experience, and capabilities of the proposed project personnel, identification of self-performed trades, and key subcontractors, on projects of a similar size, scope, complexity and nature, including the IT/Security vendors associated with the various Pricing Options; (3) commitment, ability, knowledge to complete the project within the specified timeframe, as demonstrated by a preliminary schedule; and (4) the offeror's demonstrated past performance. Based on the weighted evaluation criteria, the proposal from Swinerton Builders is determined to represent the best value to the Authority, price and other factors considered. The total contract award amount is \$5,115,837.00, plus \$767,375.00 representing 15% contingency, for a total amount not to exceed \$5,883,212.00.

RESPONSIBLE DEPARTMENT: Capital Construction, Engineering & Design

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1269**

WHEREAS, in 2023, Capital Metro acquired a new building at 3100 E. 5th Street planned as the agency's new administrative headquarters in order to reduce the reliance on leased office space, and

WHEREAS, the new building is primarily a "core & shell" condition and requires construction prior to CapMetro occupying and utilizing the space as intended.

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 Swinerton Builders, for construction of the third floor (Phase 1) of 3100 E. 5<sup>th</sup> Street plus exterior improvements for a not to exceed amount of \$5,115,837, plus \$767,375 representing 15% contingency, for a total amount not to exceed \$5,883,212.

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

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

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Board of Directors

Item #: AI-2024-1240

Agenda Date: 9/23/2024

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract through the OMNIA Partners cooperative Landscape Forms Contract for Outdoor Furnishings for the fabrication and delivery of benches for a two (2) year base and three (3) option years order for \$3,264,575 plus \$816,144 representing a 25% contingency for a total amount not to exceed \$4,080,718.

**FISCAL IMPACT:**

The funding for this action is available in the proposed FY 2025 capital budget and the five-year capital improvement plan.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**Strategic Objectives:**

- 1.1 Safe & Reliable Service       1.2 High Quality Customer Experience       1.3 Accessible System
- 2.1 Support Sustainable Regional Growth       2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs       2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff       3.2 Employer of Choice       3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent       4.2 Culture of Safety       4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** This agenda item aligns with delivering the best possible customer experience and ensuring a safe, accessible, attractive quality transit environment by providing the means for amenity improvements and infrastructure at the agency's transit facilities.

**BUSINESS CASE:** CapMetro intends to acquire benches to complement shelter and trash receptacle installations and to place them at bus stop locations following the agency's goals to improve customer service and comply with state of good repair standards. Through this action, we will engage a qualified vendor to fabricate and deliver benches over a five-year period, ensuring they maintain cost-effective aesthetic consistency and long-term performance. These benches, offering accessible seating options, promote

inclusivity for all community members, regardless of physical ability. Comfortable and accessible facilities enhance the public transit experience, creating positive impressions at transit stops. This initiative aims to increase public transportation usage, thereby reducing traffic congestion and environmental impact. The funding for this action is available in the proposed FY 2025 capital budget and the five-year capital improvement plan.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on September 23, 2024.

EXECUTIVE SUMMARY: CapMetro is currently installing bus stop amenities, including benches as CapMetro continues to provide exceptional customer service and add value to the ridership experience. This proposed action represents the next phase of providing approximately 185 new and replacement benches per year over the two-year base period and the three option years for a total of 925 benches. The base period installations are to be completed by the end of 2026. This action is in accordance with the service guidelines adopted by the Board in December 2023.

DBE/SBE PARTICIPATION: A 6% goal was set on this project. The Contractor will not be meeting the goal and will be utilizing a non-SBE. Good Faith Effort was performed by the responded to search for SBEs and solicited an SBE who declined the subcontract opportunity.

PROCUREMENT: The contract will utilize the OMNIA Partners cooperative Contract No. 07-100 held by Landscape Forms for Outdoor Furniture.

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 Landscape Forms backed, and backless benches was determined to be fair & reasonable by the OMNIA Partners organization during its solicitation and award process.

Landscape Forms will be awarded a fixed unit price contract for fabrication and delivery of the following orders for base year 1 and 2, and option years 1 through 3:

ITEM	DESCRIPTION	TOTAL
1	Base Year 1 Order - Backed and Backless Benches	\$614,897.05
2	Base Year 2 Order - Backed and Backless Benches	\$633,344.30
<b>Total Base Year 1 and 2:</b>		<b>\$1,248,241.35</b>
3	Option Year 1 Order - Backed and Backless Benches	\$652,343.88

<b>4</b>	Option Year 2 Order - Backed and Backless Benches	\$671,915.23
<b>5</b>	Option Year 3 Order - Backed and Backless Benches	\$692,074.26
	<b>Grand Total Base and Option Years:</b>	<b>\$3,264,574.72</b>

RESPONSIBLE DEPARTMENT: Capital Construction and Facilities Management

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1240**

**WHEREAS**, the Capital Metropolitan Transportation Authority (“CapMetro”) Board of Directors and Capital Metro Management strive to enhance the bus stop experience for riders and acknowledge the necessity of awarding the contract for the fabrication and delivery of benches through Landscape Form's OMNIA Cooperative contract to achieve this objective.

**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 through the OMNIA Partners cooperative Landscape Forms Contract for Outdoor Furnishings for the fabrication and delivery of benches for a two (2) year base and three (3) option years order for \$3,264,575 plus \$816,144 representing a 25% contingency for a total amount not to exceed \$4,080,718.

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

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

# CapMetro

Landscape Forms  
Bench Contract Award

## Board Meeting

September 23, 2024

# Bus Stop Amenity Program

- Continuous effort to improve customer experience at bus stops.
- Identified the need to install benches at ~ 432 existing locations based on Service Guidelines adopted by the Board in December 2023.
- Contract also provides options to support new bus stops as they are constructed.
- Landscape Forms Contract
  - 2-Year Base Contract – 185 benches per year (370 total)
  - 3-One Year options – 185 benches per year (555 total)

# Existing Benches

Austin Backed Bench, Cantilever, Aluminum, End Arms and Center Arm

Stop ID 5354  
2911 Congress/La Vista



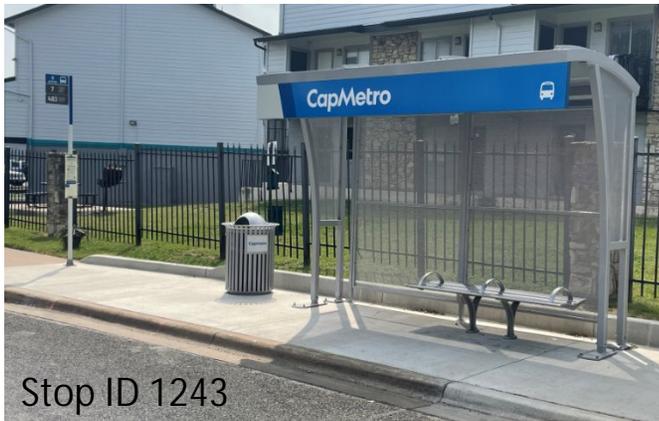
- Benches with backs installed at locations without shelters to provide back rest and comfort.
- 60 benches at new locations every year.

Stop ID 527  
2918 Congress/La Vista



# Existing Benches

Austin Backless Bench, Cantilever, Aluminum, End Arms and Center Arm



Stop ID 1243  
Burton/Mariposa



Stop ID 2483  
Rundberg/Lamar

- “Backless” benches installed at bus stops with shelters.
- The bench meet the City’s 'Great Streets' requirements, ensuring it aligns with their standards for street furniture.

# Schedule & Budget

## Schedule

- FY2025 Fabrication, delivery and Installations of 185 benches
- FY2026-2029 Continue ordering benches through the Landscape Forms OMNIA co-op contract for Outdoor Furnishings

## Budget

- Budget for Fiscal Year 2025 pending Board approved budget



CapMetro

Thank you!

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Board of Directors

Item #: AI-2024-1294

Agenda Date: 9/23/2024

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Camber Operating Company Inc. for the purchase, commissioning, testing and training of electric bus charging infrastructure as assigned from Phoenix Motor, Inc. in an amount not to exceed \$46,465,995, beginning September 23, 2024, through October 27, 2026.

**FISCAL IMPACT:**

Other: Funding for this action is available in the FY2025 Proposed Budget and through a capital contribution from the Austin Transit Partnership.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**Strategic Objectives:**

- 1.1 Safe & Reliable Service       1.2 High Quality Customer Experience       1.3 Accessible System
- 2.1 Support Sustainable Regional Growth       2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs       2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff       3.2 Employer of Choice       3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent       4.2 Culture of Safety       4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** This action includes the supply of Battery Electric Bus Charging equipment along with the services for installation, commissioning testing and training. This electric infrastructure supports sustainable regional growth and the objective of becoming a carbon neutral agency.

**BUSINESS CASE:** The Battery Electric Buses that CapMetro is acquiring will rely on electric charging at both the two bus operational centers as well as at the end of line Park & Rides that will support the CapMetro Rapid service that utilizes these buses. Acquiring the electric charging equipment, along with services for installation, commissioning, testing and training are critical to ensure the service is reliable. The funding for this action is available in the FY2025 Proposed Budget and through a capital contribution from the Austin Transit

Partnership.

COMMITTEE RECOMMENDATION: The item is presented to the full Board for action on September 23, 2024.

EXECUTIVE SUMMARY: CapMetro previously awarded Contract No. 200744 for Electric Buses and Charges to Proterra Company, Inc., (“Proterra”) which was assumed by Phoenix Motor, Inc. (“Phoenix”) as part of the bankruptcy filing of Proterra (the “Contract”). The Contract includes the provision of the electric infrastructure necessary to charge the electric buses. The Contract provides the option for Phoenix to assign the bus charging responsibility to a third party with CapMetro’s consent. CapMetro has consented to the assignment and assumption of the bus charging component of the Contract to Camber Operating Company, Inc. (“Camber”) pursuant to an assignment and assumption agreement amongst the parties. As a result, CapMetro proposes to award a contract for these assigned responsibilities to Camber. There is an urgent need to ensure that these services related to the charging equipment are provided so that projects can be delivered on schedule.

DBE/SBE PARTICIPATION: A 0% DBE goal was placed on this project because there were no subcontract opportunities due to the scope of work. This project will be monitored should subcontracting occur.

PROCUREMENT: CapMetro previously awarded Contract No. 200744 for Electric Buses and Chargers to Proterra which was assumed by Phoenix Motor as part of Proterra’s bankruptcy filing. The Contract provides the option for Phoenix to assign portions of the contract to a third party with CapMetro’s consent. CapMetro has consented to the assignment of the bus chargers and charger related items to Camber Operating Company, Inc. pursuant to an assignment and assumption agreement amongst the parties. As a result, CapMetro intends to descope the Phoenix contract of the chargers and charger related items, which reduces the Phoenix contract by \$46,465,995, and subsequently award a contract for these assigned responsibilities to Camber. The resulting contract with Camber will be for bus chargers and charger related items for total not-to-exceed price of \$46,465,995. Thus, awarding this contract to Camber will result in no cost to CapMetro. The contract term will be from September 23, 2024 through October 27, 2026.

RESPONSIBLE DEPARTMENT: Capital Construction

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1294**

WHEREAS, the Capital Metropolitan Transportation Authority (“CapMetro”) Board of Directors and CapMetro management recognize the advantages of purchasing zero emission vehicles; and

WHEREAS, the CapMetro Board of Directors recognize the need to acquire the means to provide charging infrastructure for Battery Electric vehicles.

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 Camber Operating Company Inc. for the purchase, commissioning, testing and training of electric bus charging infrastructure as assigned from the Phoenix Motor, Inc. in an amount not to exceed \$46,465,995, beginning September 23, 2024, through October 27, 2026.

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

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

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Board of Directors

Item #: AI-2024-1222

Agenda Date: 9/23/2024

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an Interlocal Agreement with the City of Round Rock for the provision of transit services for an amount not to exceed \$1,347,647.

**FISCAL IMPACT:**

This action reimburses CapMetro for expenses incurred.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**Strategic Objectives:**

- 1.1 Safe & Reliable Service       1.2 High Quality Customer Experience       1.3 Accessible System
- 2.1 Support Sustainable Regional Growth       2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs       2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff       3.2 Employer of Choice       3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent       4.2 Culture of Safety       4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** Through this ILA, CapMetro demonstrates regional leadership and implements service expansion opportunities through the operation of Round Rock’s transit services. This ILA also supports implementation of the CapMetro Service Expansion Policy.

**BUSINESS CASE:** As part of CapMetro’s Service Expansion Program, this ILA will reimburse CapMetro for operation of Round Rock’s transit services.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on September 23, 2024.

**EXECUTIVE SUMMARY:** CapMetro operates Routes 50, 152 and 980 in the City of Round Rock. The City of Round Rock is outside the CapMetro service area and is a direct recipient of Federal Transit Administration

Section 5307 grant funds. Provision of service shall be in accordance with the one-year ILA between CapMetro and Round Rock which reimburses CapMetro for all services provided.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Strategic Planning and Development

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1222**

WHEREAS, the Capital Metropolitan Transportation Authority (“CapMetro”) Board of Directors and CapMetro management endeavor to be a valued community partner;

WHEREAS, the CapMetro Board of Directors and CapMetro management recognize the need to partner with local jurisdictions seeking transit services.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute an Interlocal Agreement with the City of Round Rock for the provision of transit services for an amount not to exceed \$1,347,647.

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

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

CapMetro

# Regional Transportation Agreements

September 23, 2024

# Resolutions for Approval

- Regional ILA Agreements
  - City of Round Rock ILA
  - Travis County ILA
  - City of Georgetown ILA
- CARTS Supplements
  - Georgetown Supplement No. 9 Amendment 7
  - Pickup Manor Supplement No. 8 Amendment 7
  - Route 214 Supplement No. 2 Amendment 6
  - Route 990 Supplement No. 4 Amendment 6

# Service Expansion Program

- The Service Expansion Policy adopted in June 2008 and revised in April 2014, reaffirmed in November 2022 defines five approaches for service to jurisdictions within the urbanized area that are not currently served by CapMetro.
- The Policy provides a process for distributing federal transit funding in the region (Section 5307 Funds) and implementing transit service.
- Jurisdictions within the urbanized area, but outside the CapMetro service area can participate.
- The program requires cities to first complete a Transit Development Plan (TDP) to identify transit service needs and assist in developing transit alternatives and financing.

## City of Round Rock ILA

- Round Rock is a direct recipient of Section 5307 Funds
- This agreement is for an amount not to exceed \$1,347,647
- Routes include:
  - Route 50 – Round Rock
  - Route 152 – Round Rock Tech Ridge Limited
  - Route 980 – Round Rock – North MoPac Express

# Travis County ILA

- The Interlocal Agreement funds:
  - Portions of Routes 233, 237, 271 and 318
  - Portions of Pickup Manor (Operated by CARTS)
  - Proposed Pickup Decker
  - This was approved by Commissioners Court on August 27.

Local Funding Travis County	Section 5307 Funds	Estimated Fully Allocated Cost of Service FY24
\$1,353,182	\$338,140	\$1,691,322

# City of Georgetown ILA

- The Interlocal Agreement funds:
  - Existing service includes Limited Paratransit and Senior Service
- CARTS operates service via contract with CapMetro
- This was approved by City Council on August 27.

Local Funding – The City of Georgetown	Section 5307 Funds	Estimated Fully Allocated Cost of Service FY23
\$258,895	\$172,597	\$431,492

# CARTS - Master Regional Mobility Agreement

- The Master Regional Mobility Agreement is between CapMetro and CARTS.
- CapMetro and CARTS collaborate to increase and enhance regional mobility in the region and the CARTS district. This addresses gaps in service that exist in the region and in the CARTS district.
- In each instance with respect to specific contracted services to be provide by CARTS for CapMetro the parties will enter into a supplement agreement.

# CARTS Supplements

- CARTS operates the following services through supplements:

## Regional Partners

- City of Georgetown service - \$410,944
- Pickup Manor (Partnership between CapMetro and Travis County) - \$1,682,100

## CapMetro routes operated by CARTS

- Route 214 Northwest Feeder - \$191,749.74
- Route 990 Manor/Elgin Express - \$768,037.99

# Resolutions for Approval

- Regional Agreements
  - City of Round Rock ILA
  - Travis County ILA
  - City of Georgetown ILA
- CARTS Supplements
  - Georgetown Supplement No. 9 Amendment 7
  - Manor Pickup Supplement No. 8 Amendment 7
  - Route 214 Supplement No. 2 Amendment 6
  - Route 990 Supplement No. 4 Amendment 6

CapMetro

Thank you!

**SECOND AMENDMENT  
TO THE  
INTERLOCAL AGREEMENT  
FOR  
TRANSIT SERVICES  
BY AND BETWEEN  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY AND  
THE CITY OF ROUND ROCK**

This Second Amendment (this "Amendment") to the Interlocal Agreement is made by and between the City of Round Rock, a home rule city and municipal corporation, organized under Chapter 9 of the Local Government Code (the "City") and Capital Metropolitan Transportation Authority ("CapMetro"), a political subdivision of the State of Texas organized under Chapter 451 of the Texas Transportation Code. The City and CapMetro are referred to in this Amendment individually as a "Party" and collectively as the "Parties."

**RECITALS**

- a. CapMetro and the City entered into that certain interlocal agreement for contracted transit services effective as of October 4, 2022, as amended by that certain First Amendment to the Interlocal Agreement for Transit Services dated effective October 1, 2023, pursuant to which CapMetro provides local fixed route service within the City, commuter service to Austin and reverse commuter service to the City (the "Agreement").
- b. The Parties desire to amend the Agreement as more particularly described herein to extend the term of the Agreement, add funds for the extended term, update the bus routes, vehicle hours and vehicle requirements for the extended term, and modify certain terms only as set forth herein.

**NOW, THEREFORE**, in consideration of the foregoing and the mutual promises herein contained, and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties agree to amend the Agreement as follows:

1. Additional Term. Section 4 of the Agreement is hereby amended to extend the Term of the Agreement for an additional twelve-month period beginning on October 1, 2024, through September 30, 2025 ("FY2025").
2. Fees for Transit Services. The amount of funding for the Transit Services for FY2025 shall not exceed \$1,347,647.00 as shown in **SFP-1 Schedule of Fees and Payments**, as amended below.
3. Fare Recovery. During FY2025, CapMetro will deduct the following amounts from each monthly invoice for fare recovery:

- a. For Bus Routes 50 (Round Rock), 152 (Round Rock Tech Ridge Limited) and 980 (North Mopac Express), CapMetro will deduct an amount equal to the product of: (i) the total cost of Transit Services provided by CapMetro under this Agreement for the invoiced month and (ii) CapMetro’s actual fare recovery percentage for the invoiced month.
  - b. The monthly CapMetro fare recovery percentage will be calculated by dividing the total amount of actual fares collected for all Transit Services provided by CapMetro in the invoiced month, by the total amount of CapMetro’s operation costs for the invoiced month.
4. Vehicle Hours. Section 2 of **SOS-1-Scope of Services** is revised to reflect that the Transit Services shall include three (3) bus routes: Bus Routes 50 (Round Rock), 152 (Round Rock Tech Ridge Limited) and 980 (North Mopac Express).

Vehicle hours for Route 980 (North MoPac Express) will be shared with CapMetro service from the Howard Express Station. The City is responsible only for the vehicle hours from Round Rock to Howard Express Station. CapMetro is responsible for vehicle hours from Howard Express Station to downtown Austin.

5. Vehicle Requirements. Section 3.1 of **SOS-1-Scope of Services** is revised to reflect that only one (1) peak vehicle is required for Bus Route 50.
6. Schedule of Fees and Payments. Attachment **SFP-1 Schedule of Fees and Payments** is amended by adding the following schedule of fees and payments for FY2025.

FY2025	Route 50	Route 152	Route 980	Total
<b>Annual Hours</b>	5,100	2,444	778	8,322
<b>Hourly Operating Rate</b>	\$149.04	\$149.04	\$155.06	
<b>Total Annual Hourly Operating Cost</b>	\$760,104	\$364,254	\$120,637	
<b>Annual TAM</b>	\$39,307	\$39,307	\$24,038	
<b>Total Fixed Route Cost</b>	\$799,411	\$403,561	\$144,675	\$1,347,647

\*The estimated annual hours are subject to change.

7. Insurance. Attachment **INS-1 Insurance** is deleted in its entirety and replaced with **INS-2 Insurance** which is attached hereto and incorporated herein for all purposes.

8. Effect of Amendment. Except as expressly provided herein, all other provisions of the Agreement are incorporated into this Amendment, remain unchanged, are in full force and effect, and are ratified and affirmed by the Parties. By their execution and delivery of this Amendment neither Party waives or releases any default hereunder.
9. Capitalized Terms. Capitalized terms used in this Amendment and not otherwise defined have the meanings assigned to them in the Agreement.
10. Entire Agreement. This Amendment represents the entire agreement between the Parties concerning the subject matter of this Amendment and supersedes any and all prior or contemporaneous oral or written statements, agreements, correspondence, quotations and negotiations.
11. Effective Date. This Amendment will be effective on the date of the last Party to sign.
12. Current Funds. The party or parties paying for the performance of governmental functions or services shall make payments therefore from current revenues available to the paying party.
13. Incorporation. The recitals set forth above and the attached exhibits are incorporated herein.
14. Counterparts; Electronic Signatures. This Amendment may be executed in any number of duplicate originals and each duplicate original will be deemed to be an original. This Amendment may be executed in any number of counterparts, each of which constitutes an original, and all the counterparts together constitute one and the same Amendment. Electronic copies of this Amendment and signatures thereon will have the same force, effect, and legal status as originals.

**IN WITNESS WHEREOF**, this Amendment is hereby accepted and agreed to by the following representatives of each Party who are duly authorized to bind the Parties:

**Capital Metropolitan Transportation Authority**

**City of Round Rock**

By: \_\_\_\_\_

By: \_\_\_\_\_

Dottie Watkins

Craig Morgan

President & CEO

Mayor

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

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

Approved as to form:

Approved as to form:

By: \_\_\_\_\_

By: \_\_\_\_\_

Deputy Counsel

City Attorney

## INS-2 INSURANCE

### **CAPMETRO MINIMUM COVERAGE REQUIREMENTS FOR CONTRACTORS**

1. Commercial General Liability Insurance Coverage with limits of not less than One Million Dollars and No/100 Dollars (\$1,000,000) with combined single limit of \$2,000,000 with coverage that includes:

- Premises/operations
- Independent contractors
- Personal Injury
- Contractual Liability pertaining to the liabilities assumed in the agreement
- Underground (when ground surface is disturbed)

Such insurance shall include a contractual endorsement pertaining to the liabilities assumed in the Agreement.

**All Coverages shall be listed on front of the certificate, and listing the Contractor as the certificate holder and Capital Metro as an additional insured.**

2. Comprehensive Automobile insurance coverage with minimum limits of not less than One Million Dollars and No/100 Dollars (\$1,000,000) with combined single limit of \$2,000,000.

3. Workers' Compensation with Statutory limits.

4. Employer Liability Insurance with minimum limits of \$1,000,000. Such insurance shall include a contractual endorsement which acknowledges all indemnification requirements under the Permit.

5. Railroad Protection in the minimum amount of \$5,000,000 when construction activities (*e.g. excavation, demolition, utility installations, operation of cranes and other construction equipment that have the potential to enter the right-of-way...*) are within 50-feet of the nearest railroad track.

Note: Such policies of insurance and certificates shall provide (i) that Capital Metro is named as an additional insured, (ii) that the named insured's insurance is primary and non-contributory with any insurance maintained by Capital Metro, (iii) a contractual waiver of subrogation where required by written contract or agreement, and (iv) that Capital Metro shall receive notice of any cancellation of the policy.

All insurance policies shall be written by reputable insurance company or companies acceptable to Licensor with a current Best's Insurance Guide Rating of A+ and Class XIII or better. All insurance companies shall be authorized to transact business in the State of Texas.

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Board of Directors

Item #: AI-2024-1221

Agenda Date: 9/23/2024

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a one-year Interlocal Agreement (ILA) with Travis County for transit services in urbanized areas in unincorporated areas of the county and for continued implementation of the Travis County Transit Development Plan in an amount not to exceed \$338,140 in FTA Section 5307 Funds and \$1,353,182 in local funds from Travis County in FY2025.

**FISCAL IMPACT:**

This action reimburses CapMetro for expenses incurred.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**Strategic Objectives:**

- 1.1 Safe & Reliable Service       1.2 High Quality Customer Experience       1.3 Accessible System
- 2.1 Support Sustainable Regional Growth       2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs       2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff       3.2 Employer of Choice       3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent       4.2 Culture of Safety       4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** This project will help CapMetro to lead public transportation and development by sharing FTA Section 5307 grant funds with Travis County for the implementation of the Travis County Transit Development Plan that will expand transit service into the urbanized unincorporated areas of the county.

**BUSINESS CASE:** Travis County is participating in the CapMetro Service Expansion Program, which provides Travis County with up to \$338,140.00 per year in FTA Section 5307 Funds for transit projects. This ILA defines the parameters for the use of the federal funds.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on September 23, 2024.

EXECUTIVE SUMMARY: Travis County is participating in the CapMetro Service Expansion Program. This program provides a portion of FTA Section 5307 funding to areas that are urbanized but are outside the CapMetro service area. Based on the unincorporated urbanized area population, Travis County has \$338,140.00 in federal transit funding available in FY25 to apply to transit planning or service-related costs through this program. To access the federal funds, Travis County completed and updated a Transit Development Plan, or TDP, per the guidelines of the Service Expansion Policy. Current projects include continued funding of the urbanized unincorporated portions of the Routes 233, Route 237, Route 271, Route 318, and Manor Pickup, as well as proposed Pickup service.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Strategic Planning and Development

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1221**

WHEREAS, the Capital Metropolitan Transportation Authority (“CapMetro”) Board of Directors and CapMetro management endeavor to build strong community partnerships that further CapMetro’s mission and vision; and

WHEREAS, the CapMetro Board of Directors and CapMetro management recognize the need to build ridership and increase market share of alternate transit use.

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 one-year Interlocal Agreement with Travis County for transit services in urbanized areas in unincorporated areas of the county and for continued implementation of the Travis County Transit Development Plan in an amount not to exceed \$338,140 in FTA Section 5307 Funds and \$1,353,182 in local funds from Travis County in FY2025.

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

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

**INTERLOCAL AGREEMENT BETWEEN  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
AND  
TRAVIS COUNTY  
FOR TRANSIT SERVICES IN URBANIZED AREAS  
IN UNINCORPORATED AREAS OF THE COUNTY  
AND  
FOR IMPLEMENTATION OF THE  
TRAVIS COUNTY TRANSIT DEVELOPMENT PLAN**

This Interlocal Agreement for transit services in urbanized unincorporated areas of the Travis County and for Implementation of the Travis County Transit Development Plan (“**Agreement**”) is made and entered into by and between Capital Metropolitan Transportation Authority, a political subdivision of the State of Texas organized under Texas Transportation Code Chapter 451 (“**CapMetro**”) and Travis County, a political subdivision of the State of Texas (“**Travis County**”). CapMetro and Travis County are referred to in this Agreement collectively as the “Parties” and independently as a “Party”.

**I. Contracting Parties:**

The Receiving Agency: Travis County (“Travis County”)  
P.O. Box 1748  
Austin, TX 78767

The Performing Agency: Capital Metropolitan Transportation Authority  
 (“CapMetro”)  
2910 E. 5<sup>th</sup> Street  
Austin, TX 78702

**II. Recitals:**

- a. CapMetro is a political subdivision of the State of Texas responsible for providing mass transit service within the City of Austin, and the surrounding communities of Leander, Lago Vista, Jonestown, Manor, San Leanna, and Point Venture, as well as the unincorporated area of Travis County within Commissioner Precinct 2 (boundaries as of date of agreement joining CapMetro) and the Anderson Mill area of Williamson County.
- b. Texas Transportation Code, Section 451.056, grants CapMetro the authority to contract with a municipality, county, or other political subdivision to provide public transportation services outside of its service area.

- c. A Service Expansion Policy, approved by CapMetro's Board of Directors in June 2008, amended in April 2014, reaffirmed in November 2022, and endorsed by the Capital Area Metropolitan Planning Organization (CAMPO) in June 2014, defines the approaches for CapMetro to partner with cities and counties that are not currently a part of CapMetro's service area.
- d. One such approach is a contract for service whereby CapMetro provides service through an interlocal agreement with the jurisdiction. The jurisdiction pays the cost of service, with a credit given to the jurisdiction for Section 5307 eligible expenses.
- e. In July 2015, CapMetro and Travis County entered into a contract for service (the "**2015 Agreement**") for CapMetro to provide service on Route 233 (the Far Northeast Feeder) and Route 237 (the Northeast Feeder) in portions of Travis County not within CapMetro's service area. The 2015 Agreement terminated on June 30, 2016.
- f. CapMetro and Travis County subsequently entered into that certain Interlocal Agreement for CapMetro to provide Northeast Flex Route and Far North Flex Route, dated effective July 1, 2016 (the "**2017 Agreement**") for CapMetro to continue service. The 2017 Agreement terminated on September 30, 2018.
- g. CapMetro and Travis County subsequently entered into that certain Interlocal Agreement for CapMetro to provide Route 233 (Decker/Daffan Ln. also known as Far Northeast Feeder) and Route 237 (the Northeast Feeder) and the implementation of the Travis County Transit Development Plan (the "**2018 Agreement**"). The 2018 Agreement was amended and restated for FY21. The 2018 Agreement terminated on September 30, 2021.
- h. CapMetro and Travis County subsequently entered into that certain Interlocal Agreement for CapMetro to continue to provide Route 233 (Decker/Daffan Ln. also known as Far Northeast Feeder) and Route 237 (the Northeast Feeder), Route 271 (Del Valle Feeder), Route 318 (Westgate/Slaughter), and Pickup Manor and the implementation of the Travis County Transit Development Plan (the "**2021 Agreement**"). The 2021 Agreement terminated on September 30, 2022.
- i. CapMetro and Travis County subsequently entered into that certain Interlocal Agreement for CapMetro to continue to provide Route 233 (Decker/Daffan Ln. also known as Far Northeast Feeder) and Route 237 (the Northeast Feeder), Route 271 (Del Valle Feeder), Route 318 (Westgate/Slaughter), and Pickup Manor and the implementation of the Travis County Transit Development Plan (the "**2022 Agreement**"). The 2022 Agreement terminated on September 30, 2023.

- j. CapMetro and Travis County subsequently entered into that certain Interlocal Agreement for CapMetro to continue to provide Route 233 (Decker/Daffan Ln. also known as Far Northeast Feeder) and Route 237 (the Northeast Feeder), Route 271 (Del Valle Feeder), Route 318 (Westgate/Slaughter), and Pickup Manor and the implementation of the Travis County Transit Development Plan (the “**2023 Agreement**”).
- k. The 2023 Agreement terminates on September 30, 2024. The Parties agree that providing transit services in the unincorporated urbanized areas of Travis County facilitates the movement of people, goods, and services in Travis County, and benefits the residents of Travis County, including residents who have low to moderate income and are dependent on transit in order to access basic goods and services.
- l. Travis County desires for CapMetro to continue to provide transit services in the unincorporated urbanized areas of Travis County, and CapMetro desires to continue to provide these transit services.
- m. In order to provide a sustainable funding partnership for transit services in the unincorporated urbanized areas of Travis County, CapMetro and Travis County propose to continue to include the County in accordance with CapMetro’s regional Service Expansion Policy.
- n. In order to access funding for transit services through the Federal Transit Administration’s Urbanized Area Formula Funding program established under 49 U.S.C. 5307 (“**Section 5307 Funds**”) in accordance with CapMetro’s regional Service Expansion Policy, Travis County, in cooperation with CapMetro, prepared a Transit Development Plan (“**TDP**”), which was adopted by Travis County Commissioners Court on July 10, 2018, and the updated TDP was adopted on October 24, 2023.
- o. The TDP recommends implementation of additional transit service in urbanized unincorporated portions of Travis County that are eligible for Section 5307 Funds.
- p. As used in this Agreement, “**Federal Fiscal Year**” means the period that begins on October 1 of a calendar year and ends on September 30 of the following calendar year.

- III. Services:** The Parties will work together to perform the following services (collectively, the “**Services**”):
- a. CapMetro agrees to provide and operate bus services (“**Bus Services**”) for the following bus routes to serve a portion of Travis County not currently a part of CapMetro’s service area (collectively, the “**Bus Routes**”):
    1. Route 233 (Decker/Daffan Ln., also known as Far Northeast Feeder Route);
    2. Route 237 (Northeast Feeder Route);
    3. Route 271 (Del Valle Feeder);
    4. Route 318 (Westgate/Slaughter);
    5. Pickup Manor
    6. Proposed Pickup Decker
  - b. CapMetro will provide written notification to Travis County of any planned Bus Route and/or Pickup service addition or change, including the reasons for the change and the effective date of the change.
  - c. The balance of Section 5307 Funds not used for paying the cost of the Services described in Section III.a. above, if any, will be used for paying the costs of the implementation of the following projects identified in the Travis County TDP that are eligible for FTA Section 5307 Funds for Federal Fiscal Year (FY) 2025 (October 1, 2024 – September 30, 2025) (“**TDP Services**”):
    1. Capital costs, including planning studies, bus stop amenities, public engagement and other eligible costs for TDP implementation.
    2. Additional bus stops, additional bus routes, increased frequency of bus services, route extensions, and other services or programs identified by Travis County in the TDP.
  - d. As with all CapMetro services, passengers accessing the Services will be allowed access to all other fixed routes and rail services, provided that they pay the appropriate fares charged by CapMetro.
  - e. CapMetro may provide the Services through a third-party service provider.
  - f. All public relations related to the Services will be coordinated through the CapMetro Public Information Office.

- g. CapMetro will monitor ridership on the Services and email ridership reports for each bus route to Travis County Transportation and Natural Resources staff on a monthly basis.
- h. CapMetro and Travis County staff will meet at least quarterly to review performance and coordinate on any modification to the bus routes.

#### **IV. Financial Terms:**

- a. 5307 Funds. Total Section 5307 Funds allocated for the Services shall not exceed \$338,140.00 for Federal Fiscal Year 2025.
- b. Local Funds. For Federal Fiscal Year 2025, Travis County will provide local funds in an amount that shall not exceed \$1,353,182.00 unless the Travis County Commissioners Court specifically authorizes additional funding for this Agreement; this not-to-exceed amount is comprised of the following:
  - 1. Travis County will provide a match of 60 percent of the Section 5307 Funds allocated for Bus Services.
  - 2. Subject to the County's total contribution limit of \$1,353,182.00 for this Agreement, Travis County will be responsible for 100 percent of the costs for Services after the Section 5307 Funds expenditure balance is exhausted.
- c. Fare Recovery. CapMetro will deduct the following amounts from each monthly invoice:
  - 1. For Bus Routes 233 (Decker/Daffan Ln also known as Far Northeast Feeder), 237 (Northeast Feeder), 271 (Del Valle Feeder) and 318 (Westgate/Slaughter), CapMetro will deduct an amount equal to the product of (i) the total cost of Services for Bus Routes 233 (Decker/Daffan Ln also known as Far Northeast Feeder), 237 (Northeast Feeder), 271 (Del Valle Feeder) and 318 (Westgate/Slaughter) provided by CapMetro under this Agreement for the invoiced month and (ii) CapMetro's actual fare recovery percentage for the invoiced month. The monthly CapMetro fare recovery percentage will be calculated by dividing the total amount of actual fares collected for all transit services provided by CapMetro in the invoiced month, by the total amount of CapMetro's operation costs for the invoiced month.

2. For Pickup Manor or other proposed Pickup service for this Agreement (the “**Pickup Services**”), CapMetro will deduct from each monthly invoice an amount equal to the product of: (i) 25 percent of the total numbers of customers utilizing the Pickup Services for the invoiced month and (ii) the revenue collected by CapMetro for each such customer. As of the Effective Date of the Agreement, CapMetro collects \$0.61 in revenue per customer, but such amount is subject to change based on various factors, including fare adjustments.
  3. Fare recovery is subject to change based on various factors including fare adjustments and service adjustments, including service area adjustments. CapMetro will provide written notification to Travis County of any such change, including the reasons for the change and the effective date of the change.
- d. CapMetro will submit a “correct and complete” monthly invoice as described in Section IV.e. to Travis County for the Services performed in the previous month in an amount equal to any costs incurred by CapMetro for the Services performed that exceed the eligible Section 5307 Funds available for those Services, less the fare recovery amounts set forth in Section IV.c above. Travis County will make payments under this Agreement in accordance with the Texas Prompt Payment Act (Chapter 2251 of the Texas Government Code).
- e. In order to be considered “correct and complete,” an invoice must include at least the following information:
1. Name, address, and telephone number of CapMetro and similar information in the event payment is to be made to a different address,
  2. The name of this Agreement,
  3. Identification of items or Services as outlined in the Agreement, and
  4. Any additional payment information which may be called for by this Agreement or that is required by the Travis County Auditor’s Office.
- f. Each invoice must be submitted to the following address:

Travis County Transportation and Natural Resources Department  
Attention: Financial Services  
P.O. Box 1748  
Austin, TX 78767

- g. No other charges, expenses, contributions, recoupments, or charge backs shall be due from or paid by Travis County in the performance of this Agreement. Notwithstanding any provision to the contrary, Travis County will not pay for any Services until after the Services have been satisfactorily provided and Travis County has received a correct and complete invoice.
- h. Travis County is responsible for tracking invoices and the Section 5307 Funds expenditure balance. Travis County and CapMetro will meet quarterly to review invoices and the Section 5307 Funds expenditure balance.
- V. **Insurance.** CapMetro shall have standard insurance sufficient to cover the needs of CapMetro and/or its third-party service providers (“Subcontractor”) pursuant to applicable generally accepted business standards. Prior to commencing work under this Agreement, the required insurance shall be in force as evidenced by a Certificate of Insurance issued by the writing agent or carrier. CapMetro shall forward a copy of the Certificate of Insurance to the County immediately upon execution of this Contract. CapMetro shall require each of its third-party service providers to maintain at least the minimum amounts of insurance and coverages set forth in **Exhibit “A”** attached to this Agreement.

**VI. Term of the Agreement:**

This Agreement shall take effect on October 1, 2024 (“**Effective Date**”) and terminates September 30, 2025.

**VII. Default:**

A Party shall be in default under this Agreement if that Party fails to fully, timely and faithfully perform any of its material obligations under the Agreement.

**VIII. Miscellaneous:**

a. Cooperation

The Parties will reasonably cooperate with the other in furtherance of the objectives of this Agreement.

b. Force Majeure

In the event that the performance by a Party of any of its obligations or undertakings hereunder shall be interrupted or delayed by any occurrence not occasioned by its own conduct, whether such occurrence be an act of God, or the common enemy, or the result of war,

riot, civil commotion, sovereign conduct, pandemic, or the act or conduct of any person or persons not a party or privy hereto, then the Party shall be excused from such performance for such period of time as is reasonably necessary after such occurrence to remedy the effects hereto.

c. Notice

Any notice given hereunder by either Party to the other shall be in writing and may be effected by personal delivery in writing or by registered or certified mail, return receipt requested when mailed to the proper party, at the following addresses:

RECEIVING PARTY: The Honorable Andy Brown (or his successor)  
Travis County Judge  
P.O. Box 1748  
Austin, TX 78767  
Attn: Travis County Judge

WITH A COPY TO: Cynthia McDonald (or her successor)  
Transportation and Natural Resources County  
Executive  
P.O. Box 1748  
Austin, TX 78767

Delia Garza (or her successor)  
Travis County Attorney  
P.O. Box 1748  
Austin, TX 78767  
Attention: File Number 356.398

AND TO: C.W. Bruner, PMP, CPPB (or his successor)  
Travis County Purchasing Agent  
P.O. Box 1748  
Austin, TX 78767

PERFORMING PARTY: Dottie Watkins  
President & CEO  
CapMetro  
2910 E. 5<sup>th</sup> Street  
Austin, TX 78702

WITH A COPY TO: Chief Counsel  
CapMetro  
2910 E. 5<sup>th</sup> Street  
Austin, TX 78702

d. Entire Agreement

The recitals set forth above are incorporated herein. This Agreement contains 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 respecting the subject of this Agreement. The recitals set forth above are incorporated herein.

e. Modification

This Agreement may not be modified, discharged, or changed in any respect whatsoever except by a further agreement in writing duly executed by authorized representatives of the Parties. No official, representative, agent, or employee of CapMetro, has any authority to modify this Agreement, except pursuant to such express authority as may be granted by CapMetro's Board of Directors or as otherwise provided in this Agreement. No official, representative, agent, or employee of Travis County, Texas has any authority to modify this Agreement, except pursuant to such express authority as may be granted by the Commissioners Court of Travis County, Texas.

Notwithstanding the foregoing, CapMetro's President & CEO will have the authority to negotiate and execute amendments to this Agreement on behalf of CapMetro without further action from the CapMetro Board of Directors, but only to the extent necessary to implement and further the clear intent of the CapMetro Board of Directors' approval, 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.

f. Invalid Provision

Any clause, sentence, provision, paragraph, or article of this Agreement held by a court of competent jurisdiction to be invalid, illegal, or ineffective shall not impair, invalidate, or nullify the remainder of this Agreement, but the effect thereof shall be confined to the clause, sentence, provision, paragraph, or article so held to be invalid, illegal, or ineffective.

g. Inspection of Books and Records

- (1) The Parties agree to maintain all books, documents, papers, accounting records, and other documentation relating to costs incurred under this Agreement and to make such materials available to each other, and their duly authorized representatives, for review, inspection, and reproduction at their respective office during the period that this Agreement is in effect and for four years after the Agreement is terminated or until any impending litigation or claims are resolved, whichever is later.
- (2) CapMetro and Travis County and their duly authorized representatives shall have access to all the governmental records that are directly applicable to this Agreement for the purpose of making audits, examinations, excerpts, and transcriptions except that nothing in this Agreement requires CapMetro or Travis County to waive any applicable exceptions to disclosure under the Texas Public Information Act.

h. Current Funds

The Party or Parties paying for the performance or governmental functions or services shall make payments therefor from current revenues available to the paying party.

i. Venue

TO THE EXTENT ALLOWED BY TEXAS LAW, IT IS AGREED THAT VENUE FOR ALL LAWSUITS CONCERNING THIS AGREEMENT WILL BE IN TRAVIS COUNTY, TEXAS. THIS AGREEMENT IS WHOLLY PERFORMABLE IN TRAVIS COUNTY.

j. Interpretation

In the event of any dispute over its meaning or application, this Agreement will be interpreted fairly and reasonably and neither more strongly for or against either Party.

k. Application of Law

This Agreement is governed by the laws of the State of Texas.

I. Mediation

If mediation is acceptable to both Parties in resolving a dispute arising under this Agreement, the Parties agree to use a mutually agreed upon mediator, or a person appointed by a court of competent jurisdiction, for mediation as described in Section 154.023 of the Texas Civil Practice and Remedies Code. Unless both Parties are satisfied with the result of the mediation, the mediation will not constitute a final and binding resolution of the dispute. All communications within the scope of the mediation are to remain confidential as described in Section 154.073 of the Texas Civil Practice and Remedies Code, unless both Parties agree, in writing, to waive the confidentiality.

m. Third Party Rights Not Created

This Agreement is not intended to and shall not be construed to create any rights or remedies in any person or legal entity that is not a party to it and the Parties are not waiving any defense or immunity to which they are entitled against any person or legal entity that is not a Party to this Agreement.

n. Counterparts

This Agreement may be executed in separate counterparts, each of which is to be deemed an original, and all of such counterparts together shall constitute one and the same instrument. Signatures transmitted electronically by e-mail in a "PDF" format or by DocuSign or similar e-signature service shall have the same force and effect as original signatures in this Agreement.

o. Sovereign Immunity

By execution of this Agreement, neither Party waives or relinquishes any sovereign immunity rights available to it by law except as otherwise stipulated by applicable laws.

p. Contract Authority

This Agreement is entered into between the Parties shown below pursuant to the authority granted and in compliance with the provisions of the Interlocal Cooperation Act, Chapter 791, Texas Government Code.

q. Taxpayer Identification

CapMetro shall provide Travis County with an Internal Revenue Form W-9, Request for Taxpayer Identification Number and Certification, that is completed in compliance with the Internal Code and its rules and regulations before any funds are payable.

r. Survival

Conditions and covenants of this Agreement which by their terms are performable after the termination, expiration, or end of this Agreement shall survive such termination, expiration, or end and remain fully performable.

Each of the signatories to this Agreement represents and warrants that he or she is duly authorized to sign this in the capacity indicated to be effective as of the Effective Date.

*[Signature page follows]*

**PERFORMING AGENCY**  
**Capital Metropolitan Transportation Authority**

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

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

Approved as to Form

By: \_\_\_\_\_  
CapMetro Legal Department

**RECEIVING AGENCY**  
**Travis County, Texas**

By: \_\_\_\_\_  
Andy Brown  
County Judge

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

*[FY25 Interlocal agreement between CapMetro and Travis County for transit services in urbanized areas and to implement Travis County Transit Development Plan]*

## Exhibit "A" Insurance Coverage

### CAPMETRO MINIMUM COVERAGE REQUIREMENTS FOR CONTRACTORS

1. Commercial General Liability Insurance Coverage with limits of not less than One Million Dollars and No/100 Dollars (\$1,000,000) with combined single limit of \$2,000,000 with coverage that includes:

- Premises/operations
- Independent contractors
- Personal Injury
- Contractual Liability pertaining to the liabilities assumed in the agreement
- Underground (when ground surface is disturbed)

Such insurance shall include a contractual endorsement pertaining to the liabilities assumed in the Agreement.

**All Coverages shall be listed on front of the certificate, and listing the Contractor as the certificate holder and CapMetro and Travis County, a political subdivision of the State of Texas, as additional insureds.**

2. Comprehensive Automobile insurance coverage with minimum limits of not less than One Million Dollars and No/100 Dollars (\$1,000,000) with combined single limit of \$2,000,000.

3. Workers' Compensation with Statutory limits.

4. Employer Liability Insurance with minimum limits of \$1,000,000. Such insurance shall include a contractual endorsement which acknowledges all indemnification requirements under the Permit.

5. Railroad Protection in the minimum amount of \$5,000,000 when construction activities (*e.g. excavation, demolition, utility installations, operation of cranes and other construction equipment that have the potential to enter the right-of-way...*) are within 50-feet of the nearest railroad track.

Note: Such policies of insurance and certificates shall provide (i) that CapMetro and Travis County, a political subdivision of the State of Texas, are named as additional insureds, (ii) that the named insured's insurance is primary and non-contributory with any insurance maintained by CapMetro, (iii) a contractual waiver of subrogation where required by written contract or agreement, and (iv) that CapMetro and Travis County, a political subdivision of the State of Texas, shall receive notice of any cancellation of the policy.

All insurance policies shall be written by reputable insurance company or companies acceptable to CapMetro and Travis County, a political subdivision of the State of Texas, with a current Best's Insurance Guide Rating of A+ and Class XIII or better. All insurance companies shall be authorized to transact business in the State of Texas.

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Board of Directors

Item #: AI-2024-1220

Agenda Date: 9/23/2024

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an Interlocal Agreement with the City of Georgetown for operation of limited paratransit and senior service (the "Service") for an amount not to exceed \$172,597 in FTA Section 5307 Funds and \$258,895 in local funds from the City of Georgetown.

**FISCAL IMPACT:**

This action reimburses CapMetro for expenses incurred.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**Strategic Objectives:**

- 1.1 Safe & Reliable Service       1.2 High Quality Customer Experience       1.3 Accessible System
- 2.1 Support Sustainable Regional Growth       2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs       2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff       3.2 Employer of Choice       3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent       4.2 Culture of Safety       4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** This ILA will provide limited paratransit and senior service in the City of Georgetown made possible by sharing FTA Section 5307 funds with the City of Georgetown through the CapMetro Service Expansion Program. The Services were recommended as part of the Georgetown Transit Development Plan, which was developed in accordance with the CapMetro Service Expansion Policy.

**BUSINESS CASE:** As the FTA Designated Recipient for the Urbanized Area Formula Funding program (49 U.S.C. 5307) for the Austin Urbanized Area, CapMetro is responsible for allocating Section 5307 funds within the urbanized area. The 2020 Census designated Georgetown as part of the Austin Urbanized Area, and the City desires to use Section 5307 funds to support limited paratransit and senior service. Georgetown has met all the requirements to participate in the Service Expansion Program.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on September 23, 2024.

EXECUTIVE SUMMARY: Through the CapMetro Service Expansion Program, the City of Georgetown uses a combination of FTA Section 5307 Funds and local funds to pay 100 percent of the cost for transit service operated in the City. To use the FTA Section 5307 Funds, the City completed and updated its Transit Development Plan (TDP) in 2024 in compliance with the CapMetro Service Expansion Policy. Service is operated by CARTS through the CARTS and CapMetro Regional Mobility Agreement, which is presented in a separate agenda item. Approval of this ILA will provide for the City of Georgetown Limited Paratransit and Senior Service for one year.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Strategic Planning and Development

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1220**

WHEREAS, the Capital Metropolitan Transportation Authority (“CapMetro”) Board of Directors and CapMetro management endeavor to be a valued community partner; and

WHEREAS, the CapMetro Board of Directors and CapMetro management recognize the need to partner with local jurisdictions seeking transit services.

NOW, THEREFORE, BE IT RESOLVED by the CapMetro Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute an Interlocal Agreement with the City of Georgetown for operation of Limited Paratransit and Senior Service for the amount not to exceed \$172,597 in FTA Section 5307 Funds and \$258,895 in local funds from the City of Georgetown.

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

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

## INTERLOCAL AGREEMENT

### BETWEEN

#### CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY

### AND

#### THE CITY OF GEORGETOWN

(Contract Limited Paratransit and Senior Services)

This Interlocal Agreement ("Agreement") is 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 the City of Georgetown, a home rule city and municipal corporation, organized under Chapter 9 of the Local Government Code ("City"), each individually referred to as "Party" and collectively referred to as "Parties", pursuant to the provisions of the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code.

### RECITALS

**WHEREAS**, City desires to partner with CapMetro to obtain transit services within the area as more particularly described and shown in **Exhibit "D"** (the "Service Area") for eligible City residents and eligible visitors defined by physical or functional disability and persons age 65 or older ("Limited Paratransit and Senior Service"); and

**WHEREAS**, CapMetro desires to provide the Limited Paratransit and Senior Service to the City; and,

**WHEREAS**, the Limited Paratransit and Senior Service will be funded by Federal Transit Administration ("FTA") funding under the Urbanized Area Formula Funding program, 49 U.S.C. 5307 ("Section 5307"); and,

**NOW THEREFORE**, in consideration of the mutual covenants and agreements herein, CapMetro and the City agree as follows:

### AGREEMENT

1. **Services**. CapMetro will provide Limited Paratransit and Senior Service within the Service Area as described in the Scope of Services attached as **Exhibit "A"** to this Agreement (the "Services"). CapMetro will contract with the Capital Area Rural Transportation System or other transportation provider mutually agreed upon by the Parties (the "Third Party Service Provider") to perform the Services. The City grants CapMetro and the Third Party Service Provider the right to use the City's streets to provide the Services for the term of this Agreement.

2. **Term.** This Agreement shall be effective upon signature of the last party to sign this Agreement (“Effective Date”) and shall terminate on September 30, 2025, unless terminated for cause or convenience prior to the expiration date (“Term”).
3. **Fees.** During the Term, the fees for Services (collectively, the “Fees”) shall not exceed the following amounts:
  - a) \$172,597 in FTA Section 5307 funds and \$258,895 in corresponding local match funds from the City, which shall be based on the vehicle weekday hours and hourly rates set forth in **Exhibit “B”**.
  - b) The City will be responsible for 100 percent of the costs for any Services provided after the FTA Section 5307 funds expenditure balance is exhausted. The City is responsible for tracking invoices and FTA Section 5307 funds expenditure balance. The City and CapMetro will meet quarterly to review invoices and the FTA Section 5307 funds expenditure balance.
4. **Invoicing and Payment.**
  - a) The City shall pay CapMetro for Services provided pursuant to this Agreement in accordance with rates set forth in **Exhibit “B”** of this Agreement.
  - b) Invoices may be submitted once per month and submitted to the attention of:

City of Georgetown  
Finance Department  
P.O. Box 409  
Georgetown, TX 78627
  - c) Upon CapMetro’s submission of proper invoices, payments will be processed in accordance with the Texas Prompt Payment Act, Texas Government Code, Subtitle F, Chapter 2251.
5. **Insurance.** CapMetro shall require its Third Party Service Provider to maintain at least the minimum amounts of insurance and coverages set forth in **Exhibit “C”** attached to this Agreement.
6. **Independent Contractor.** CapMetro’s relationship to the City in the performance of this Agreement is that of an independent contractor. The personnel performing Services under this Agreement shall at all times be under CapMetro’s exclusive direction and control and shall be employees or subcontractors of CapMetro and not employees of the City. There shall be no contractual relationship between any subcontractor or supplier of CapMetro and the City by virtue of this Agreement. CapMetro shall pay wages, salaries, and other amounts due its employees in connection with this Agreement and shall be responsible for all reports and obligations

respecting them, such as Social Security, income tax withholding, unemployment compensation, workers' compensation, and similar matters.

7. **Standards of Performance.** CapMetro shall perform Services hereunder in compliance with all applicable federal, state, and local laws and regulations. CapMetro shall use only licensed personnel to perform work required by law to be performed by such personnel.
8. **Licenses and Permits.** CapMetro shall, without additional expense to the City, be responsible for obtaining any necessary licenses, permits, and approvals for complying with any federal, state, county, municipal, and other laws, codes, and regulations applicable to the performance of Services to be provided under this Agreement including, but not limited to, any laws or regulations requiring the use of licensed subcontractors to perform parts of the work.
9. **Notice of Labor Disputes.** If CapMetro has knowledge that any actual or potential labor dispute is delaying or threatens to delay the timely performance of the Services, CapMetro immediately shall give notice, including all relevant information, to the City.
10. **Excusable Delays.** Except for defaults of subcontractors, CapMetro shall not be in default because of any failure to perform this Agreement under its terms if the failure arises from causes beyond the control and without the fault or negligence of CapMetro. Examples of these causes are: acts of God or of the public enemy, acts of the City in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather. In each instance, the failure to perform must be beyond the control and without the fault or negligence of CapMetro.
11. **Termination for Convenience.** A party may, whenever the interests of that Party so require, terminate this Agreement, in whole or in part, for the convenience of that Party. Such Party shall give ninety (90) days' prior written notice of the termination to the other Party specifying the part of the Agreement terminated and when such termination becomes effective shall incur no further obligations in connection with the Services so terminated, and, on the date set forth in the notice of termination, CapMetro will stop the Services to the extent specified; provided, any such termination must align with CapMetro's three (3) yearly service changes, which occur in January, June, and August. Notwithstanding the foregoing, either Party may terminate at any time in the event federal funds are withdrawn, terminated, or canceled by the FTA or a successor agency. In the event of such a termination, the terminating Party shall give the other Party written notice of the termination specifying the part of the Agreement terminated and when such termination becomes effective. On the date set forth in the notice of termination, CapMetro will stop the Services to the extent specified.
12. **Equal Employment Opportunity.** In connection with the execution of this Agreement, CapMetro shall not discriminate against any employee or applicant for employment

because of race, religion, color, gender, sexual orientation, sex, age, national origin, or disability. CapMetro shall take affirmative action to ensure that applicants and employees are treated fairly without regard to their race, religion, color, gender, sexual orientation, sex, age national origin, or ability. Such actions shall include, but not be limited to, the following: employment, upgrading, promotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

**13. Federal Funding.**

- a) The Parties intend to use federal funds to meet a portion of the financial obligations under this Agreement. In recognition of this fact, the Parties agree to conduct all procurements, maintain all records, and otherwise conduct their activities under this Agreement to ensure compliance with all applicable federal statutes, regulations, policies, and Agreement requirements necessary to obtain and expend anticipated federal funds and reimbursements, including but not limited to the requirements of 49 C.F.R. section 18.36.
- b) The Parties will specifically comply with the federal contracting requirements as set forth in the 2022 Federal Transit Administration Master Agreement (“**Master Agreement**”), which may be accessed at the following link: <https://www.transit.dot.gov/funding/grants/grantee-resources/sample-fta-agreements/fta-master-agreement-version-31-may-2-2024>. In doing so, the Parties will require compliance with the applicable federal contracting provisions in all of their contracts and subcontracts related to the Services. In their contracting processes, the Parties will solicit proposals or bids for all of the contracts in accordance with applicable federal, state and local laws, rules, regulations, and funding requirements.

**14. Use of Information.** It shall be the responsibility of each Party to comply with the provisions of the Texas Public Information Act, Chapter 552 of the Texas Government Code (“TPIA”). Neither Party is authorized to receive requests or take any other action under the TPIA on behalf of the other Party.

**15. Examination and Retention of Records.** The City and its representatives shall have audit and inspection rights described below:

- a) The City and its representatives shall have the right to examine, all books, records, documents, and other evidence and accounting procedures and practices sufficient to reflect properly all direct and indirect costs of whatever nature claimed to have been incurred and anticipated to be incurred for the performance of this Agreement. Such right of examination shall include inspection at all reasonable times at CapMetro offices, or such parts thereof, as may be engaged in or maintain records in connection with the performance of this Agreement.

- b) All records shall be made available at the office of CapMetro at all reasonable times for inspection, audit, or reproduction until the expiration of three (3) years from the date of final payment under this Agreement or for the amount of time required under applicable records retention laws, whichever is longer except that if this contract is completely or partially terminated, the records relating to the work terminated shall be made available for a period of three (3) years from the date of any final settlement or for the amount of time required under applicable records retention laws, whichever is longer.

**16. Liability and Limitation of Liability.**

- a) To the extent allowed by Texas law, the Parties agree that each Party is responsible, to the exclusion of any such responsibility of the other Party, for its own proportionate share of liability for its and its employees', subcontractors', and agents' negligent acts and omissions for claims, suits, and causes of action, including claims for property damage, personal injury and death, arising out of or connected to this Agreement and as determined by a court of competent jurisdiction, provided that the execution of this Agreement will not be deemed a negligent act.
- b) In no event shall either Party, their respective officers, directors, agents, or employees be liable in contract or tort, to the other party (or its subcontractors) for special, indirect, incidental, or consequential damages, resulting from the performance, nonperformance, or delay in performance of their obligations under this Agreement. This limitation of liability shall not apply to intentional tort or fraud.

**17. Assignment.** This Agreement shall be binding upon the parties, their successors, and assignees; provided, however, that neither Party shall assign its obligations or delegate its duties hereunder without the prior written consent of the other. Any attempted assignment or delegation without written consent shall be void and ineffective.

**18. Governing Law.** The rights, obligations, and remedies of the Parties shall be governed by the laws of the State of Texas. Whenever there is no applicable state statute or decisional precedent governing the interpretation of, or disputes arising under or related to, this Agreement, then federal common law, including the law developed by federal boards of contract appeals, the United States Claims Court (formerly the Court of Claims), and the Comptroller General of the United States, shall govern.

**19. Venue.** Venue for any action shall lie exclusively in Travis County, Texas.

**20. Incorporation by Reference.** Incorporated by reference the same, as if specifically written herein are the rules, regulations, and all other requirements imposed by the law, including but not limited to compliance with those applicable rules and

regulations of the State of Texas and federal government, all of which shall apply to the performance of the Services under this Agreement.

21. **Severance**. Should any one or more provisions of this Agreement be deemed invalid, illegal or unenforceable for any reason, such as invalidity, illegality or unenforceability shall not affect any other provision held to be void, voidable, or for any reason whatsoever of no force and effect, such provision(s) shall be constructed as severable from the remainder of this Agreement and shall not affect the validity of all other provisions of this Agreement, which shall remain of full force and effect.
22. **Headings**. The headings contained in this Agreement are for reference purposes only and shall not in any way affect the meaning or interpretation of this Agreement.
23. **Notices**. Any notice required or permitted to be delivered under this Agreement shall be deemed delivered in person or when deposited in the United States mail, postage prepaid, certified mail, return receipt requested, addressed to the City or CapMetro, as the case may be, at the addresses set forth below. Notice given by any other manner shall be deemed effective only if and when received by the Party to be notified. A Party may change its address for notice by written notice to the other Party as herein provided.

If to City:

David Morgan, City Manager  
City of Georgetown  
P.O. Box 409  
Georgetown, TX 78627

With copy to:

Skye Masson, City Attorney  
City of Georgetown  
P.O. Box 409  
Georgetown, TX 78627

If to CapMetro:

Sharmila Mukherjee, EVP Planning and Development  
Capital Metropolitan Transportation Authority  
2910 E. 5<sup>th</sup> Street  
Austin, TX 78702

With copy to:

Capital Metropolitan Transportation Authority  
2910 E. 5<sup>th</sup> Street  
Austin, TX 78702  
ATTN: Chief Counsel

These writings are intended as the final expressions of the Agreement of the Parties and as a complete and exclusive statement of the terms of the Agreement.

24. **Performance**. The failure of a Party at any time to require performance by the other Party of any provision of this Agreement shall in no way affect the right of such Party to require such performance at any time thereafter nor shall the waiver by either Party of a breach of any provision be taken or held to be a waiver of any succeeding breach of such provision or as a waiver of the provision itself.
25. **No Waiver**. The Parties to this Agreement are governmental entities under state law 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.
26. **Amendment**. This Agreement may be amended only in writing by an instrument signed by an authorized representative of CapMetro and the City. The City Manager and the CapMetro President & CEO will have the authority to negotiate and execute amendments to this Agreement without further action of the Georgetown City Council and CapMetro's Board of Directors' approval, but only to the extent necessary to implement and further the clear intent of the respective governing boards approval, 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.
27. **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 pertaining to the subject matter herein.
28. **Current Revenues**. All monies paid by the Parties under this Agreement will be paid from current revenues available to the paying Party.
29. **Appropriation of Funds**. The obligations of the City under this Agreement to make payments to CapMetro are subject to appropriation by the City of funds that are lawfully available to be applied for such purpose. If City fails to make such an appropriation prior to a fiscal period of City for the payments scheduled in such a fiscal period, this Agreement shall terminate at the end of the last fiscal period immediately preceding the fiscal period for which funds have not been appropriated.

If feasible, the City shall deliver notice to CapMetro of such termination at least forty-five (45) days prior to such termination, but failure to give such notice shall not prevent the termination of this Agreement.

**30. Survivability.** The provisions of Sections 14 through 16 shall survive the termination, expiration, or non-renewal of this Agreement.

**31. Exhibits.** The following exhibits are incorporated herein by reference:

- A. Scope of Services
- B. Fees
- C. Insurance
- D. Service Area

**IN WITNESS WHEREOF**, the Parties have caused this Agreement to be executed by their respective undersigned duly authorized effective as of the Effective Date.

**Capital Metropolitan Transportation Authority**

**City of Georgetown**

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

By: \_\_\_\_\_  
Josh Schroeder:  
Mayor, City of Georgetown

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

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

Approved as to Form:

By: \_\_\_\_\_  
Ayeola Williams  
Deputy Counsel

Attest:  
By: \_\_\_\_\_  
Robyn Densmore  
City Secretary

Approved as to Form:

By: \_\_\_\_\_  
Skye Masson  
City Attorney

## Exhibit A – Scope of Services

### 1. GENERAL PURPOSE

This Scope of Services documents the requirements related to the operation of Limited Paratransit and Senior Service operated by a Third Party Service Provider through a contract with CapMetro for the City:

- 1.1. CapMetro through its Third Party Service Provider shall provide an operationally dependable vehicle service for passenger use, equipped for passenger comfort in a cost-effective manner, and continually maintained and operated in a safe condition as described herein.
- 1.2. CapMetro through its Third Party Service Provider shall furnish all supervision, personnel, passenger vehicles, fuel, materials, supplies, storage and maintenance facilities, tools, equipment, insurance, and incidentals as required to perform an operationally dependable public transportation service.
- 1.3. Third Party Service Provider shall provide reservation and dispatch services in response to reservations made by customers or their agents through the Third Party Service Provider's reservation system.

### 2. DESCRIPTION OF SERVICE

- 2.1 The Services consist of transit services within the Service Area for eligible City residents and eligible visitors defined by physical or functional disability and persons age 65 or older (the "Limited Paratransit and Senior Service").
- 2.2 Limited Paratransit and Senior Service eligibility and scheduling shall be completed by Third Party Service Provider through written or verbal communication with the customer. The Limited Paratransit Service eligibility is based on the application attached hereto as **Attachment 1**. The Senior Service eligibility shall be completed through an intake form by verifying customer eligibility through written or verbal communication with the customer. The Limited Paratransit Service eligibility application and Senior Service intake form may be revised from time to time subject to written approval from the City.
- 2.3 Eligible customers are required to follow the Code of Conduct and policies listed within the Georgetown Limited Paratransit and Senior Service Rider's Manual.

### **3. SERVICE PERIOD**

The Limited Paratransit and Senior Service will operate weekdays from approximately 7:00 a.m. to 7:00 p.m. The Third Party Service Provider will not provide service on Third Party Service Provider's holidays.

### **4. VEHICLE REQUIREMENTS**

Up to two (2) vehicles are required for Limited Paratransit and Senior Service. Vehicle hours may be adjusted by mutual agreement of the Parties based on customer demand.

The vehicles shall be accessible and capable of transporting at least twelve (12) seated persons.

### **5. VEHICLE HOURS**

Vehicle hours are:

- Estimated Total Daily Weekday Hours = 18.5
- Estimated Total Annual Weekday Hours = 4,607

Total Annual Weekday Hours to be utilized as necessary to meet customer demand is 4,607.

### **6. VEHICLES**

- 6.1. The vehicles shall have adequate heating and air conditioning; two-way radios, not on citizen band frequency; fare box; adequate interior lighting; interior and exterior signage; bicycle racks; and padded, comfortable seating for passengers. All vehicles shall be wheelchair accessible and capable of handling two (2) wheelchair positions.
- 6.2. Vehicles shall have illuminated destination signs that are highly visible and in compliance with ADA regulations.
- 6.3. Vehicles shall be equipped with passenger notice holders, and passenger discharge bells.
- 6.4. Vehicle bodies, frames, and components shall be in sound condition, and free of all damage. Vehicles shall comply with safety and mechanical standards of all state, federal and local governments. All mechanical, electrical, and hydraulic securement systems shall be maintained in proper working condition at all times.

- 6.5. All vehicles shall be equipped to permit inward and outward wheelchair boarding. Ramps and lifts will comply with ADA standards. Securement for mobility devices shall consist of four (4) securement belts. Additionally, a lap belt will be provided, if desired by the customer.
- 6.6. The vehicles' air conditioning system shall be of sufficient size and capacity to maintain an inside constant temperature of 75 degrees F. throughout the vehicle, regardless of outside temperature and relative humidity. The heating system shall have proportional controls and be of sufficient capacity to maintain an inside constant temperature of 70 degrees F. throughout the vehicle regardless of outside temperatures.
- 6.7. All vehicles operated by the Third Party Service Provider shall be painted in accordance with the CapMetro's graphic program.
- 6.8. Vehicles may support graphic content that identifies the Service when operating within Georgetown. Additional vehicle hour cost for graphic installation incurred by the Third Party Service Provider shall be reimbursed by City to the Third Party Service Provider.

## **7. EQUIPMENT CONDITION**

- 7.1. The Third Party Service Provider shall maintain each bus in a clean condition throughout, both interior and exterior, at all times that the bus is in service for the City. All buses must be swept, mopped, interiors wiped down (i.e., dashboards, stanchions, bars, etc.).
- 7.2. All vehicles placed into revenue service shall have all safety items fully operational (i.e., lights, brakes, horn, tires, etc.).
- 7.3. Spare vehicles shall be available to replace any vehicle that may become disabled or otherwise unavailable for operations.
- 7.4. The Third Party Service Provider shall ensure regular and frequent maintenance checks of bus lifts and ramps and will keep all lifts and ramps are in good running condition.

## **8. REPORTING**

- 8.1. CapMetro shall submit system information to the National Transit Database ("NTD") and FTA, as required by FTA Section 5307.

- 8.2. CapMetro shall submit ridership, on-time performance and number of applications received/approved/denied to the City on a monthly basis in a format mutually agreed to by both Parties.

## **9. TRAINING**

- 9.1. All bus operators performing the service of the City will be properly trained to provide a high-quality public transportation service. Training will include, at a minimum, the following elements:
  - 9.1.1. Defensive Driving
  - 9.1.2. Customer service, including providing service to persons with disabilities and proper customer communication practices required for polite customer assistance
  - 9.1.3. Route specific training
  - 9.1.4. Ongoing refresher training

## **10. PERSONNEL**

- 10.1. CapMetro's Third Party Service Provider shall furnish all operators, mechanics, dispatchers, supervisors, administrative personnel and other personnel services necessary for providing the Services.
- 10.2. CapMetro's Third Party Service Provider shall employ a supervisor to monitor the Services. Such supervision shall also include responses to and investigation of all accidents.
- 10.3. CapMetro's Third Party Service Provider shall provide dispatch and radio monitoring personnel during hours of Service. CapMetro's Third Party Service Provider shall be able to effectively dispatch assignments and provide prompt responses to driver and/or vehicle problems which could impact service.

## **11. FARE COLLECTION**

- 11.1. CapMetro or CapMetro's Third Party Service Provider shall collect all fare revenue.
- 11.2. The amount of fares collected will be documented on the City's monthly invoice and deducted from the cost of service.

11.3. CapMetro's Third Party Service Provider shall provide the City with fare media for the Service.

## **12. MARKETING AND PUBLIC RELATIONS**

12.1 Third Party Service Provider will coordinate on all applicable schedules, maps and other printed materials required for marketing the Service. The Third Party Service Provider shall distribute CapMetro customer notices. The City shall also coordinate to distribute appropriate materials for services that benefit customers of each service, cooperate and participate in marketing, promotion, advertising, public relations, and public education programs and projects. The City and CapMetro shall be the exclusive public media spokespeople in connection with the Contracted Service. The City is responsible for updating and maintaining the GoGeo webpages.

12.2 Except as provided in Section 12.1, marketing material for the Service shall be the responsibility of the City.

## Attachment 1 to Scope of Services

### Eligibility Application

**GoGeo**

## Limited Paratransit Eligibility Application



GoGeo provides Limited Paratransit Service to eligible residents and visitors in the City of Georgetown. This service provides rides to points within the Service Area. GoGeo Limited Paratransit Service is operated by the Capital Area Rural Transportation System (CARTS) through a contract with CapMetro.

Transportation services are accessed by completing this application and being certified through CARTS, or if you are visiting from another area, by providing documentation of ADA certification from a transportation service in another area of the country.

### Who Should Apply for Limited Paratransit Services?

People with mobility impairments due to visual limitations, arthritis, spinal cord injury, or other physical and/or cognitive limitations.

### How to Apply for Services:

Complete this application and *sign the Applicant Agreement/Release of Information* section. Then have your doctor, rehabilitation specialist, or other qualified health care provider complete and sign the professional verification section. Send the completed application to:

GoGeo c/o CARTS  
338 S. Guadalupe St.  
San Marcos, TX 78666  
Fax: 512-805-0001

*If you need an alternative format of this application or additional information, please contact us at 512-478-RIDE (7433) or email [GoGeo@RIDEARTS.COM](mailto:GoGeo@RIDEARTS.COM).*

**If you have a disability you may be eligible for GoGeo Limited Paratransit Service.** The information obtained in this certification process will be used to determine your eligibility.

**This application must be filled out completely,** including the verification of eligibility by a qualified professional. Incomplete applications will be returned to applicants.

### Step 1: Complete the General Information Section

Last name

First name

MI

Street Address

City

State

Zip Code

Home Phone

Cell Phone

Work Phone

Date of Birth

#### Emergency Contact

Full Name

Street Address

Phone

## Step 2: Information About Your Disability

If you answer "NO" or "SOMETIMES" to any of these questions, you must explain your answer in the space provided.

---

- 1** Can you board the bus by yourself? YES  NO  SOMETIMES

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- 2** Can you climb three 12-inch steps on your own? YES  NO  SOMETIMES

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- 3** If you have a cognitive disability, can you give your name, address and number? YES  NO  SOMETIMES

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- 4** Are you able to recognize destinations and/or landmarks? YES  NO  SOMETIMES

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---

- 5** Can you handle unexpected events or changes to your routine? YES  NO  SOMETIMES

---

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## Step 2: Continued...

If you answer "NO" or "SOMETIMES" to any of these questions, you must explain your answer in the space provided.

---

- 6** Are you able to ask for, understand and follow directions? YES  NO  SOMETIMES

---

---

- 7** Are you able to navigate crowds and/or complex facilities? YES  NO  SOMETIMES

---

---

- 8** If you are visually impaired, have you received mobility training from another organization such as Texas Department of Assistance and Rehabilitative Services? YES  NO

---

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- 9** Do you use any of the following assistive devices? (Check all that apply)

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> <b>Manual Wheelchair</b><br><input type="checkbox"/> Assistance Needed<br><input type="checkbox"/> No Assistance | <input type="checkbox"/> <b>Walker</b><br><input type="checkbox"/> Foldable<br><input type="checkbox"/> Not Foldable | <input type="checkbox"/> <b>Electric Wheelchair</b><br><input type="checkbox"/> <b>Crutches</b> |
| <input type="checkbox"/> <b>High Wheelchair</b>   | <input type="checkbox"/> <b>Long Wheelchair</b>  | <input type="checkbox"/> <b>Cane</b>  |
| <input type="checkbox"/> <b>Power Scooter</b>   | <input type="checkbox"/> <b>Guide Dog</b>  | <input type="checkbox"/> <b>Oxygen</b>  |

- 10** Are you able to travel 3 blocks (1/4 mile) without assistance over different terrains? YES  NO  SOMETIMES

---

---

## Applicant Agreement and Release

I agree that, if I am certified for **GoGeo Limited Paratransit Service**, I will pay the exact fare, if required, for each trip. I agree to notify the office of any changes in my status which may affect my eligibility to use the service.

I understand that any failure to adhere to the policies and procedures will be grounds for revoking my application as well as the right to participate in the program.

I also understand and agree to hold **GoGeo** harmless against all claims or liability for damages to any person, property, or personal injury occurring as a result of my failure to equip or maintain the safety of the adaptive equipment or certified guide/service animal that I require for mobility.

I have read and fully understand the conditions for service outlined in the *Rider's Manual* and agree to abide by them. I authorize the release of verification of information and any additional information to **GoGeo** for the purpose of evaluating my eligibility to participate in the Program. I certify that the information provided in this application is true and correct.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**If someone assisted you in completing this application,  
please provide their information and signature below**

*An Eligibility specialist will review your application and may ask additional questions. You may also be required to participate in an assessment in the community so we can further evaluate your functional abilities.*

\_\_\_\_\_  
Full Name

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip Code

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# Health Care Professional Verification of Eligibility

All information for verification of eligibility must be filled in by a qualified health care professional

\_\_\_\_\_  
Person Completing Verification Professional Title

\_\_\_\_\_  
Agency Affiliation

\_\_\_\_\_  
State of Texas Certification ID Number

\_\_\_\_\_  
Business Address

\_\_\_\_\_  
City State Zip Code

\_\_\_\_\_  
Business Phone

- What is the medical diagnosis that causes this disability?

\_\_\_\_\_

- This condition is... PERMANENT  TEMPORARY

- If temporary, what is the expected duration?

\_\_\_\_\_

I verify that the information provided above for verification is true and correct to the best of my knowledge.

\_\_\_\_\_  
Signature of Qualified Professional Date

**Exhibit B – Rates**

FY25 Service

Limited Paratransit and Senior Service Hours – Annual Totals

<b>Description</b>	<b>Estimated Annual Hours</b>	<b>Hourly Operating Rate</b>	<b>Total Estimated Cost of Service</b>	<b>Section 5307 Funds</b>	<b>Local Funding from Georgetown</b>
Total FY25 Service	4,607	\$93.66	\$431,492	\$172,597	\$258,895

## Exhibit C - Insurance

### CAPITAL METRO MINIMUM COVERAGE REQUIREMENTS FOR CONTRACTORS

1. Commercial General Liability Insurance Coverage with limits of not less than One Million Dollars and No/100 Dollars (\$1,000,000) with combined single limit of \$2,000,000 with coverage that includes:
  - Premises/operations
  - Independent contractors
  - Personal Injury
  - Contractual Liability pertaining to the liabilities assumed in the agreement
  - Underground (when ground surface is disturbed)

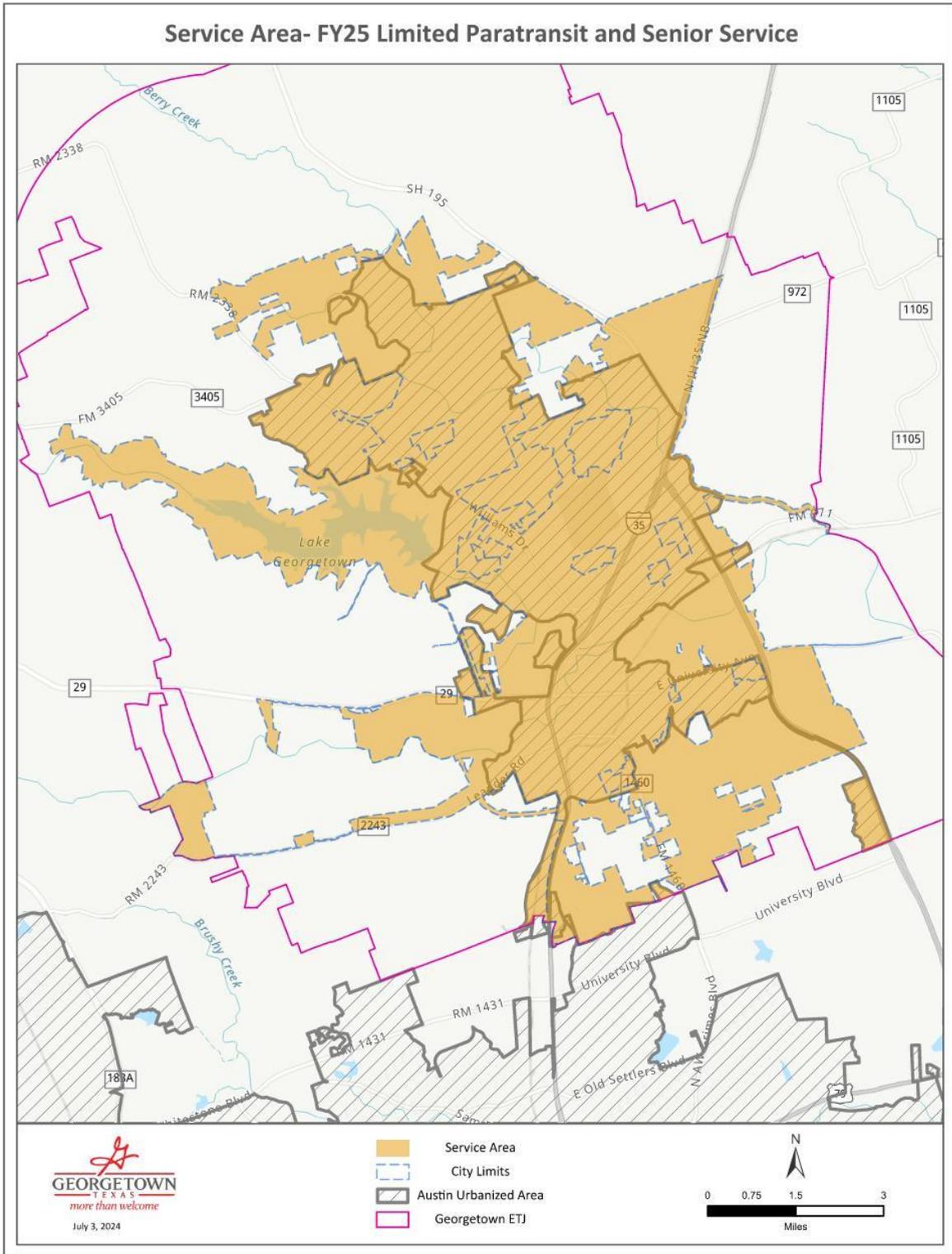
Such insurance shall include a contractual endorsement pertaining to the liabilities assumed in the Agreement. **All Coverages shall be listed on front of the certificate, and listing the Contractor as the certificate holder and Capital Metro as an additional insured.**

2. Comprehensive Automobile insurance coverage with minimum limits of not less than One Million Dollars and No/100 Dollars (\$1,000,000) with combined single limit of \$2,000,000.
3. Workers' Compensation with Statutory limits.
4. Employer Liability Insurance with minimum limits of \$1,000,000. Such insurance shall include a contractual endorsement which acknowledges all indemnification requirements under the Permit.
5. Railroad Protection in the minimum amount of \$5,000,000 when construction activities (e.g. excavation, demolition, utility installations, operation of cranes and other construction equipment that have the potential to enter the right-of-way...) are within 50-feet of the nearest railroad track.

Note: Such policies of insurance and certificates shall provide (i) that Capital Metro is named as an additional insured, (ii) that the named insured's insurance is primary and non-contributory with any insurance maintained by Capital Metro, (iii) a contractual waiver of subrogation where required by written contract or agreement, and (iv) that Capital Metro shall receive notice of any cancellation of the policy.

All insurance policies shall be written by reputable insurance company or companies acceptable to Licensor with a current Best's Insurance Guide Rating of A+ and Class XIII or better. All insurance companies shall be authorized to transact business in the State of Texas.

## Exhibit D - GoGeo Service Area



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Board of Directors

Item #: AI-2024-1223

Agenda Date: 9/23/2024

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an amendment to Supplement No. 9 of the interlocal agreement with Capital Area Rural Transportation System (CARTS) for the provision of Limited Paratransit and Senior Service to the City of Georgetown for a period of one (1) year in an amount not to exceed \$410,944.

**FISCAL IMPACT:**

This action has no fiscal impact.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**Strategic Objectives:**

- 1.1 Safe & Reliable Service       1.2 High Quality Customer Experience       1.3 Accessible System
- 2.1 Support Sustainable Regional Growth       2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs       2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff       3.2 Employer of Choice       3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent       4.2 Culture of Safety       4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** The CapMetro/CARTS partnership enables the provision of services that serve the larger region, including areas not currently in the CapMetro service area or on the border of the CapMetro service area.

**BUSINESS CASE:** CapMetro receives transit services at a reasonable price under this agreement. CARTS already operates services in the rural areas surrounding CapMetro's service area, making them a logical partner for providing services that extend beyond the CapMetro service area.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on September 23, 2024.

EXECUTIVE SUMMARY: CapMetro and CARTS partner to operate transit services within the region. The parties utilize a master interlocal agreement (ILA) for the purposes of outlining terms and conditions which apply to all services. Addenda to the agreement, referred to as Supplements, outline each of the services provided and the fees paid for that service.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Strategic Planning and Development

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1223**

WHEREAS, the Capital Metropolitan Transportation Authority (“CapMetro”) Board of Directors and CapMetro management endeavor to be a valued community partner; and

WHEREAS, the CapMetro Board of Directors and CapMetro management recognize the need to partner with local jurisdictions to provide transit services.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute an amendment to Supplement No. 9 of the interlocal agreement with Capital Area Rural Transportation System (CARTS) for the provision of Limited Paratransit and Senior Service to the City of Georgetown for a period of one (1) year in an amount not to exceed \$410,944.

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

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

**AMENDMENT NO. 7 TO CONTRACTED SERVICES SUPPLEMENT NO. 9  
TO MASTER REGIONAL MOBILITY AGREEMENT**

**(Services to the City of Georgetown)**

**This Amendment No. 7 to Contracted Services Supplement No. 9 to Master Regional Mobility Agreement** (“Amendment”) is made and entered into by and between **Capital Metropolitan Transportation Authority** (“CapMetro”), a transportation authority and political subdivision for the state of Texas organized under Chapter 451 of the Texas Transportation Code, and **Capital Area Rural Transportation System**, a rural/urban transit district and political subdivision of the State of Texas organized under Chapter 458 of the Texas Transportation Code (“CARTS”), collectively referred to as the “Parties”, upon the premises and for the consideration stated herein.

**RECITALS:**

- A. **WHEREAS**, CapMetro and CARTS entered into that one certain Master Regional Mobility Agreement, dated effective May 1, 2015 (“Master Agreement”); and,
- B. **WHEREAS**, pursuant to the Master Agreement, the Parties entered into Contracted Services Supplement No. 9, dated effective October 1, 2016 (as amended, “Supplement”); and,
- C. **WHEREAS**, the Parties entered into Amendment No. 1 to the Supplement, dated effective September 25, 2017 (“Amendment No. 1”); and,
- D. **WHEREAS**, the Parties entered into Amendment No. 2 to the Supplement, dated effective October 1, 2019 (“Amendment No. 2”); and
- E. **WHEREAS**, the Parties entered into Amendment No. 3 to the Supplement, dated effective October 1, 2020 (“Amendment No. 3”); and
- F. **WHEREAS**, the Parties entered into Amendment No. 4 to the Supplement, dated effective October 1, 2021 (“Amendment No. 4”); and
- G. Whereas, the Parties entered into Amendment No. 5 to the Supplement, dated effective October 1, 2022 (“Amendment No. 5”); and
- H. **WHEREAS**, the Parties entered into Amendment No. 6 to the Supplement, dated effective October 1, 2023 (“**Amendment No. 6** ”); and
- I. Whereas, the Parties desire to further amend the Supplement.

NOW, THEREFORE, by its execution below, CapMetro and CARTS agree as follows:

## AGREEMENT:

### A. AMENDMENT.

1. Paragraph 1 of the Supplement is deleted in its entirety and replaced with the following:

CARTS agrees to provide to CapMetro, the transportation services described in Attachment SOS-8 (“**Scope of Services**”) attached and incorporated herein for all purposes (the “**Contracted Service**”). The Contracted Service shall be provided in accordance with the Supplement, including the attached SOS-8 and the Master Agreement.

2. Paragraph 2 B. of the Supplement is deleted in its entirety and replaced with the following:

**B. FEES FOR SERVICES.** For Contracted Service provided under this Supplement, CARTS shall be paid as set forth in in Attachment SFP-8 (Schedule of Fees and Payments), attached and incorporated herein for all purposes. Any on-board fare collections shall be handled pursuant to the process specified in Attachment SOS-8.

3. The total contract amount for Fiscal year 2025 (October 1, 2024 to September 30, 2025 shall not exceed \$410,944.

4. Paragraph 2 C. of the Supplement is deleted in its entirety and replaced with the following:

**C. TERM.** The term of this Supplement shall commence on May 1, 2015, and terminate on September 30, 2025. The Parties may extend the term of this Supplement by written agreement. Provided, however, either party may terminate this Supplement upon sixty (60) days’ advance written notice to the other party. In the event of such termination by CapMetro, CARTS shall be paid its costs, including contract close-out costs, and profit on services performed up to the time of termination. CARTS shall promptly submit its termination claim to CapMetro to be paid CARTS. If CARTS has any property in its possession belonging to CapMetro, CARTS shall account for the same, and dispose of it in the manner CapMetro directs.

**B. INCORPORATION BY REFERENCE.** All defined terms contained in the Master Agreement and the Supplement shall have the same meaning herein. All terms and conditions contained in the Master Agreement and the Supplement are incorporated herein for all purposes. All terms not herein defined have the same meaning as set forth in the Master Agreement and the Supplement. The Recitals contained in this Amendment are incorporated herein for all purposes.

- C. **ENTIRE AGREEMENT.** This Amendment, with the Master Agreement, as amended, represents the entire agreement between the Parties concerning the subject matter of this Amendment and supersedes all prior or contemporaneous oral or written statements, agreements, and negotiations.
- D. **RATIFICATION.** The Supplement, as modified and amended by this Amendment, is ratified and confirmed in all respects.
- E. **CONFLICT.** In the event of a conflict between the terms of this Amendment and the terms of the Master Agreement, the provisions of this Amendment shall control.

*[SIGNATURES ON NEXT PAGE]*

**IN WITNESS WHEREOF**, the Parties have caused this Amendment to be executed by their respective undersigned duly authorized representatives as of the date of the last party to sign.

**Capital Metropolitan Transportation Authority**

By:

\_\_\_\_\_  
Dottie Watkins  
President & CEO

Date:

**Capital Area Rural Transportation System**

By: \_\_\_\_\_  
David L. Marsh  
General Manager

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

Attachments:

- ATTACHMENT SFP-8 - Schedule of Fees and Payments
- ATTACHMENT SOS-8 - Scope of Services

**ATTACHMENT SFP-8**

**SCHEDULE OF FEES AND PAYMENTS  
SUPPLEMENT NO. 9 TO MASTER REGIONAL MOBILITY AGREEMENT**

**(City of Georgetown Limited Paratransit and Senior Service)**

CapMetro shall pay CARTS for the Contracted Service at the following rates:

October 1, 2016 – September 30, 2017	\$68.96 per vehicle hour
October 1, 2017 – September 30, 2018	\$77.00 per vehicle hour
October 1, 2018 – September 30, 2019	\$79.00 per vehicle hour
October 1, 2019 – September 30, 2020	\$81.00 per vehicle hour
October 1, 2020 – September 30, 2021	\$81.00 per vehicle hour
October 1, 2021 – September 30, 2022	\$81.00 per vehicle hour
October 1, 2022 – September 30, 2023	\$86.00 per vehicle hour
October 1, 2023 – September 30, 2024	\$86.00 per vehicle hour
October 1, 2024 – September 30, 2025	\$89.20 per vehicle hour

**CapMetro Source of Funds for Payment of Contracted Service:**

For FY25 Service: 60% Local Funds & 40% FTA Section 5307 Funds

For the purposes of payment, a Limited Paratransit and Senior Service hour means the time a vehicle leaves its base for the first passenger pick-up of the operator's shift or service day, to the time it arrives at its base from the last passenger drop-off of the operator's shift or service day. Not included as part of vehicle hour are breaks, pre-trip inspection time, and scheduled and unscheduled maintenance periods (vehicle breakdowns).

## ATTACHMENT SOS-8

### SCOPE OF SERVICES FOR CONTRACTED SERVICES SUPPLEMENT NO. 9 TO MASTER REGIONAL MOBILITY AGREEMENT

#### (City of Georgetown Limited Paratransit and Senior Service)

#### 1.0 GENERAL PURPOSE

This Scope of Services for Contracted Services Supplement No. 9 to Master Regional Mobility Agreement ("**Supplement**") documents the requirements related to providing transportation services to the City of Georgetown. Capitalized terms not otherwise defined herein shall have the meanings designated for such terms in the Supplement.

CARTS shall provide an operationally dependable vehicle service for customer use, equipped for maximum customer comfort in a cost-effective manner, and continually maintained and operated in a safe condition as described herein.

CARTS shall provide reservation and dispatch services in response to reservations made by customers or their agents through the CARTS reservation system for the paratransit service. For fixed route information, CARTS shall provide such information through customers calling (512) 478-RIDE or refer customers to call the CapMetro Go Line at (512) 474-1200.

CARTS shall obtain all required licenses and permits to operate in the CapMetro service area and within the City of Georgetown within the scope of the Contracted Service.

CARTS shall furnish all supervision, security protection, personnel, vehicles, fuel, materials, supplies, storage and maintenance facilities, tools, equipment, insurance, and incidentals (such as comfort stops identification) as required to perform an operationally dependable public transportation service. Fueling of vehicles shall not occur during revenue hours. Fueling, if needed may occur during shift changes or through vehicle exchanges at route terminal locations, provided that customers are not inconvenienced.

CARTS shall at all times comply and cause its assigned personnel and contractors to comply with CapMetro's policies and procedures, as revised, supplemented, and updated from time to time. These policies and procedures include, but are not limited to, the documents found on CapMetro's service provider extranet site located at [https://capmetro.sharepoint.com/sites/EXT\\_MOSP/PoliciesProcedures/Forms/AllItems.aspx?RootFolder=%2Fsites%2FEXT%5FMOSP%2FPoliciesProcedures](https://capmetro.sharepoint.com/sites/EXT_MOSP/PoliciesProcedures/Forms/AllItems.aspx?RootFolder=%2Fsites%2FEXT%5FMOSP%2FPoliciesProcedures). CARTS shall maintain documentation showing that its employees received a copy of these policies and procedures.

## **2.0 DESCRIPTION OF CONTRACTED SERVICE**

The Contracted Service consists of transit services within the City of Georgetown's limits, as well as the intersection of the extraterritorial jurisdiction and urbanized area for a segment of the City's general public defined by physical or functional disability or persons age 65 or older (the "Limited Paratransit and Senior Service").

Limited Paratransit and Senior Service eligibility and scheduling shall be completed by CARTS through written or verbal communication with the customer. The Limited Paratransit Service eligibility is based on the application attached to this Scope of Services as Attachment 1. The Senior Service eligibility shall be completed through an intake form by verifying customer eligibility through written or verbal communication with the customer. The Limited Paratransit Service eligibility application and Senior Service intake form may be revised from time to time subject to written approval from the City.

CARTS shall perform the necessary certification for customers eligible to use the Limited Paratransit and Senior Service and provide a list of eligible customers on a monthly basis to CapMetro. CARTS shall only transport eligible customers that have been certified by CARTS on the Limited Paratransit and Senior Service and refer any non-certified customers to apply for eligibility.

Eligible customers are required to follow the Code of Conduct and policies listed within the Georgetown Limited Paratransit and Senior Service Rider's Manual.

## **3.0 SERVICE PERIOD**

The Limited Paratransit and Senior Service will operate weekdays from approximately 7:00 a.m. to 7:00 p.m.

## **4.0 VEHICLE REQUIREMENTS**

Up to (2) vehicles are required for Limited Paratransit and Senior Service. Vehicle hours may be adjusted by mutual agreement of the Parties based on customer demand.

The vehicles shall be accessible and capable of transporting at least twelve (12) seated persons.

## **5.0 VEHICLE HOURS**

Vehicle hours are:

- Estimated Total Daily Weekday Hours = 18.4
- Estimated Total Annual Weekday Hours = 4,607

Total Annual Weekday Hours to be utilized as necessary to meet customer demand, is 4,607.

## **6.0 SERVICE SCHEDULE**

CARTS shall provide Contracted Service in a safe, courteous, reliable manner and in accordance with trips scheduled by CapMetro. CapMetro service changes occur three times per year during the months of January, June and August. CARTS shall follow the prescribed routes and schedules as established by CapMetro and communicate any route detours or route delays with CapMetro.

## **7.0 VEHICLES**

Vehicles shall have adequate heating and air conditioning; two-way radios, not on citizen band frequency; provision for CapMetro to install a Genfare fare box; installation of a manual fare box; adequate interior lighting; interior and exterior signage; and padded, comfortable seating for customers. All vehicles shall be accessible for mobility devices, capable of handling two (2) mobility device positions.

All vehicles shall be painted in accordance with the CapMetro's graphic program. CapMetro shall supply logos for the vehicles. Vehicles shall bear no other logos, emblems or identification unless required by law or approved by CapMetro. CapMetro logos shall be promptly removed at the end of the Supplement term.

All vehicles shall be cleaned inside daily prior to being placed into service. Vehicle exteriors and windows shall be washed every day, weather permitting. Vehicle interiors shall at all times be kept free of exhaust fumes and engine odors. The interior of the vehicles shall be maintained free from roaches and other vermin at all times that the vehicle is utilized in Contracted Service. CARTS is strictly prohibited from using any vermin control product that would be hazardous to the health and well-being of the customers and operator of the vehicle. Exterminations or vermin spray shall be scheduled to assure there are no offensive odors during Contracted Service hours.

Vehicles shall have illuminated destination signs that are highly visible, in compliance with ADA regulations and programmed with proper route and safety designations as defined by CapMetro. All destination signs shall be illuminated for night operation.

Vehicles shall be equipped with customer notice holders, and customer discharge bells.

Vehicle bodies, frames, and components shall be in sound condition, and free of all damage. Vehicles shall comply with safety and mechanical standards of all state, federal and local governments. All mechanical, electrical, and hydraulic securement systems shall be maintained in proper working condition at all times.

At its discretion, CapMetro shall inspect vehicles assigned pursuant to the Supplement at any time. All determinations by CapMetro as to the appearance, cleanliness and condition of a vehicle shall be final; however, CARTS shall not be relieved of its duty to maintain the vehicles in a safe and sound condition.

All vehicles shall be capable of comfortably seating a minimum of twelve (12) customers in fully padded forward facing seats. Vehicles shall be equipped with stanchions for standee use. CARTS shall not exceed the standee capacity designated for the vehicle.

All vehicles shall be equipped to permit inward and outward mobility device boarding. Ramps and lifts shall comply with ADA standards. Securement for mobility devices shall consist of wheel clamps, and four (4) securement belts. Additionally, a lap belt shall be required for customer preference.

The vehicles air conditioning system shall be of sufficient size and capacity to maintain a comfortable, constant temperature throughout the vehicle. The heating system shall have proportional controls and be of sufficient capacity to maintain a comfortable, constant temperature throughout the vehicle.

## **8.0 EQUIPMENT CONDITION**

CARTS shall maintain each vehicle in a clean condition throughout, both interior and exterior at all times that the vehicle is in service for CapMetro. All vehicles shall be swept, mopped, interiors wiped down (i.e., dashboards, stanchions, bars, etc.) prior to the bus going into service each day. Each vehicle shall be detailed at a minimum of once every ninety (90) days. The detailing shall include, but is not limited to:

- a) Removal of all graffiti.
- b) Cleaning of all side panels.
- c) Cleaning of ceiling panels.
- d) Cleaning dome light covers.
- e) Cleaning of seats, including frames.
- f) Cleaning floors (i.e. gum removal).
- g) Exterior cleaning, repaint wheel rims, if necessary.
- h) Be free of body damage, have no missing or unpainted panels.

- i) Wheel rims shall be supplied by CARTS.
- j) Have all safety items fully operational (i.e., lights, brakes, horn, tires, etc.).

## **9.0 SPARE VEHICLES**

Spare vehicles, fully meeting all vehicle requirements listed above in section 7.0, including but not limited to mobility device accessibility and graphic requirements, shall be maintained and dispatched for replacement purposes within one (1) hour of the time any the primary vehicle becomes inoperable or shall be removed from service for repairs.

## **10.0 MONTHLY REPORTS**

CARTS shall provide ridership data and such other operating data in connection with the Contracted Service as may reasonably be requested by CapMetro, including but not limited to total daily number of boarding, as well as number of boarding by fare category. Data shall be provided on a monthly basis along with a CARTS invoice for that month.

The following information shall be provided to the CapMetro Project Manager:

- a) Boardings for the entire month (including no-shows for the paratransit service).
- b) Summary of vehicle and customer accidents for the entire month.
- c) Late and missed trips for the entire month.
- d) Miles driven for the entire month.
- e) On-time performance for each week, as well as the monthly average.
- f) Road calls for the entire month.
- g) Number of passengers per hour (passengers divided by hours).
- h) Fare box recovery (fares divided by operations cost).
- i) Cost per passenger (passengers divided by cost).
- j) Security incidents.

## **11.0 GENERAL PROVISIONS FOR CONTRACTED SERVICE**

CapMetro reserves the right to adjust Contracted Service at any time. Modifications to Contracted Service may include, but are not limited to, extending, deleting or adding route(s), or parts of route(s), expanding or contracting the paratransit service area, and expanding or decreasing vehicle hours. Notice shall be given prior to service modifications.

In the event that actual annual vehicle hours fall below ninety percent (90%) or above one hundred and ten percent (110%) of the total projected annual vehicle hours, CapMetro reserves the right to negotiate a revised unit cost per vehicle hour with CARTS. Such renegotiation would occur in the event that vehicles need to be added or deleted during the term of the Supplement.

CARTS may propose a method of compensation for service expansion including adding vehicles.

CapMetro reserves the right, upon notification to CARTS to transfer portions or all of the Contracted Service to another service provider based on the operational needs of CapMetro. CARTS may also request a transfer of portions or all of the Contracted Service to another service provider by providing CapMetro at least six (6) months' notice in advance based on the operational needs of CARTS.

## **12.0 HOLIDAY SCHEDULE**

The Limited Paratransit and Senior Service will be provided in accordance with the CARTS published holiday schedule.

## **13.0 TRAINING**

All vehicle operators hired by CARTS shall attend, at the minimum, the following training:

- a) Six (6) hours of defensive driving training and two (2) hours overview of CapMetro service. CARTS shall be responsible for providing a certified defensive driving course for all operators, prior to driving.
- b) CARTS shall be required every year to ensure all operating personnel associated with this Supplement receive a minimum of two (2) hour refresher training.
- c) The cost of operator wages during the training shall be borne by CARTS.
- d) CARTS shall be required to ensure all operators are aware of proper customer communication practices required for polite customer assistance including providing service to persons with disabilities and participate in customer service training for at least two (2) hours annually.
- e) CARTS shall ensure all operators complete training including route specific training prior to their operation of an in-service vehicle. CARTS shall also be responsible for providing additional training for any operator who demonstrates a lack of appropriate training.

Training subsequent to training for new hires, such as refresher training and retraining, shall be conducted by CARTS. CARTS shall be required to have an operator development program in place to address all operator-related training needs. CapMetro shall inform CARTS in writing of any changes in operating procedures; CARTS shall be responsible for any training at their cost for existing operators which is needed because of changed procedures.

All training programs shall be subject to CARTS approval.

## **14.0 UNIFORM AND APPEARANCE STANDARDS**

CARTS shall comply with CapMetro's uniform and appearance requirements. The

uniform and appearance standards are available here:

[https://capmetro.sharepoint.com/:b:/s/EXT\\_MOSP/SI/EXJRZLcAe6ZAqe7CYtpBDrsBasfw0KEd0\\_qfV7bhxN2Onw](https://capmetro.sharepoint.com/:b:/s/EXT_MOSP/SI/EXJRZLcAe6ZAqe7CYtpBDrsBasfw0KEd0_qfV7bhxN2Onw)

Any deviations from the uniform and appearance standards must be approved by CapMetro in its sole discretion.

## **15.0 REMOVAL**

CapMetro may require CARTS to immediately remove, pending investigation, any operator from CapMetro service for any one of, but not necessarily limited to, the following reasons:

- a) Committing unsafe or inappropriate acts while providing service.
- b) Failing to follow CapMetro policies and procedures.
- c) Using a cell phone while operating CapMetro vehicle, including texting and use of Bluetooth devices.
- d) Revocation, suspension or non-renewal of a valid driver's license.
- e) A criminal conviction as set forth in the Master Agreement section entitled "Personnel Assignments".
- f) Violating the uniform and appearance standards without approval.
- g) Using any tobacco product on CapMetro vehicle or property, in accordance with the Tobacco Free policies of CapMetro.
- h) Failure to follow safety rules and regulations.
- i) Failure to follow security policies, guidelines and procedures.
- j) Notification of an active warrant from any law enforcement or judicial agency; and/or
- k) Any conduct which puts CapMetro or its reputation at risk.

## **16.0 PERSONNEL**

CARTS shall furnish all operators, mechanics, dispatchers, supervisors, administrative personnel and other personnel services necessary for providing the Contracted Service in accordance with the Supplement.

CARTS Assistant General Manager of Safety and Security shall be CARTS Project Manager for this Supplement. CapMetro's Program Manager, Bus Contracts shall be CapMetro's Project Manager for this Supplement.

## **17.0 SUPERVISION**

CARTS shall utilize a CARTS transportation supervisor to monitor the Contracted Service. This supervision shall include conducting ride checks (on-board) to ensure operator adherence to procedures (i.e., safe operation, customer relations, on-time performance, etc.). Such supervision shall also include prompt responses to all investigation of

accidents. CapMetro reserves the right to provide similar investigations and adherence checks of its own without notice to ensure compliance with terms of the Supplement. These on-board ride checks are to be conducted annually, and additionally as needed.

## **18.0 DISPATCHING & RADIO COMMUNICATION**

CARTS shall be required to maintain dispatch and radio monitoring personnel to work during the hours of Contracted Service. CARTS shall be able to effectively dispatch assignments and provide prompt responses to operator and/or vehicle problems which could impact CARTS service. CARTS will work with CapMetro to allow for CapMetro's ability to monitor radio communications between CARTS dispatch office and CARTS operators regarding Contracted Service. CARTS would also have the option of having a supervisor on call to respond to questions or problems.

CARTS shall staff a pre-determined telephone number during business hours, Monday through Saturday to accept reservations for eligible passengers riding the paratransit service for the next business day. CARTS shall document scheduled reservations electronically and have trip manifests data available upon request to CapMetro.

## **19.0 FARE COLLECTION**

CARTS shall collect fares and charges as established by CapMetro. CapMetro shall notify CARTS of changes in the fare structure.

All fare collection equipment shall be supplied by, owned by and maintained by CARTS. All fares shall be retrieved, counted, recorded and deposited by CARTS designated personnel in accordance with CARTS procedures. Such fares collected shall be deducted from the monthly service billing to CapMetro. All fares collected are subject to audit by CapMetro and should be reconciled to the monthly report submitted.

If electronic fare collection equipment is used, such equipment shall be owned by and supplied by CapMetro and maintained by CapMetro or its contractors. CapMetro shall reimburse CARTS for time to have fare box maintained and cash collected at a location as defined by CapMetro based on the hourly rate defined in the SFP. CARTS is required to ensure that data and cash (if applicable) from any fare collection equipment is retrieved regularly, at a minimum of once per month by CapMetro designated personnel or contractors.

## **20.0 CUSTOMER COMPLAINTS AND CUSTOMER RELATIONS**

Customers shall file complaints with CARTS via telephone, in person or written correspondence. CARTS shall contact each customer by telephone or by written correspondence to review the complaint. CARTS shall investigate and provide responses to complaints within four (4) days of receipt. Should CARTS determine the need for additional resources, coordination or review, CARTS shall contact CapMetro and the City

of Georgetown for additional assistance and customer follow up.

## **21.0 NATIONAL TRANSIT DATABASE REPORTING**

CARTS shall collect data, keep records and\_ provide reports sufficient to enable CapMetro to meet its National Transit Database ("NTD") reporting requirements. CARTS is responsible for obtaining all pertinent NTD regulations and procedures to ensure that all required information is collected and reported in a timely fashion. CARTS shall obtain an independent audit of said annual NTD reports at CARTS expense and submit to CapMetro annually by November 30.

## **21.0 PERFORMANCE SPECIFICATIONS**

CARTS shall at all times strive to meet the performance standards listed below to provide the highest level of service possible. CapMetro reserves the right to monitor CARTS in its performance of the Contracted Service to be provided under the Supplement.

The following are the performance specifications associated with the Contracted Service:

- a) No more than eight (8) complaints per 10,000 customers.
- b) No more than three (3) vehicle accidents per 100,000 vehicle miles.
- c) No more than three (3) passenger accidents per 100,000 miles.

## **23.0 ON-TIME PERFORMANCE**

CARTS operators must complete daily logs with scheduled times and actual times entered at all time points to record and measure on-time performance ("OTP"). An on-time trip is one which departs 0 minutes early and no more than five (5) minutes late. Sampling could be required if CCRS trended an increase because OTP issues. CapMetro personnel may also conduct checks.

## **24.0 MARKETING, FARE MEDIA AND PUBLIC RELATIONS**

CapMetro, the City and CARTS will coordinate on all applicable schedules, maps and other printed materials required for marketing the Service. CARTS shall distribute CapMetro customer notices. The City shall also coordinate to distribute appropriate materials for services that benefit customers of each service, cooperate and participate in marketing, promotion, advertising, public relations, and public education programs and projects. The City and CapMetro shall be the exclusive public media spokespeople in connection with the Contracted Service. The City is responsible for updating and maintaining the GoGeo webpages.

If applicable, CARTS may assist with the design of marketing materials and distribute all necessary bus passes and/or fare media as defined by the City of Georgetown adopted fare structure for customers to be able to purchase from pass outlets and on board

vehicles as determined by CARTS.

## **25.0 OPERATOR QUALIFICATIONS/STANDARDS**

CARTS shall ensure personnel meet the following standards to perform CapMetro Contracted Service as defined below:

- a) Be employees (full or part-time) of CARTS.
- b) Possess a valid State of Texas Driver's License appropriate for the class of vehicle to be operated. Vehicle Operators must have maintained a valid driver's license for five (5) years.
- c) Have the ability to read, write, and speak English.
- d) Be sensitive to customers' needs.
- e) Have the ability to handle complaints and problems as required.
- f) Pass a Department of Transportation ("DOT") physical and comprehensive drug screen.

## **26.0 DRUG AND ALCOHOL TESTING PROGRAM**

CARTS agrees to establish and implement a drug and alcohol testing program that complies with 49 CFR Part 655, produce any documentation necessary to establish its compliance with 49 CFR Part 655, 49 CFR Part 40, and 49 CFR Part 29 and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of the State of Texas or CapMetro, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Part 655, 49 CFR Part 40, and 49 CFR Part 29 and review the testing process.

CARTS drug and alcohol policy for Contracted Service shall include zero tolerance for positive results and other violations of the policy. Employees of CARTS with a confirmed positive drug or alcohol test may not be used to perform work under the Supplement.

CARTS agrees further to certify annually its compliance with Part 655 before March 1st and to submit the Management Information System ("**MIS**") reports annually on or before February 28th to CapMetro.

CARTS agrees to submit a copy of its Policy Statement developed to implement its Drug and Alcohol Testing Program and adhere to FTA under 49 CFR with the selection of a certified laboratory, substance abuse professional, or Medical Review Officer, or the use of a consortium.

CARTS will adhere to the FTA training frequency requirements as outlined under 49 CFR.

## **27.0 SAFETY AND SECURITY**

CARTS shall develop, implement, and maintain a program to respond to emergencies and routine problems that may occur. CapMetro acknowledges that CARTS is participating in the State of Texas Grouped Safety Management Systems Plan (“**SMS**”) and CARTS shall ensure that the principles of SMS are included in the Contracted Service operation. CARTS shall provide CapMetro with a copy of such plan.

CARTS shall participate in periodic emergency readiness training and drills, at the direction of CapMetro.

CARTS shall be responsible for coordinating and providing security protection for customers, employees and assets regarding the Contracted Service. Coordinating means utilizing local law enforcement or other implementing any security measures necessary to respond to incidents that may occur regarding the Contracted Service.

## Attachment 1 to Scope of Services

### Eligibility Application



## Limited Paratransit Eligibility Application



GoGeo provides Limited Paratransit Service to eligible residents and visitors in the City of Georgetown. This service provides rides to points within the Service Area. GoGeo Limited Paratransit Service is operated by the Capital Area Rural Transportation System (CARTS) through a contract with CapMetro.

**Transportation services** are accessed by completing this application and being certified through CARTS, or if you are visiting from another area, by providing documentation of ADA certification from a transportation service in another area of the country.

### Who Should Apply for Limited Paratransit Services?

People with mobility impairments due to visual limitations, arthritis, spinal cord injury, or other physical and/or cognitive limitations.

### How to Apply for Services:

Complete this application and ***sign the Applicant Agreement/Release of Information*** section. Then have your doctor, rehabilitation specialist, or other qualified health care provider complete and sign the professional verification section. Send the completed application to:

**GoGeo c/o CARTS**  
338 S. Guadalupe St.  
San Marcos, TX 78666  
Fax: 512-805-0001

*If you need an alternative format of this application or additional information, please contact us at 512-478-RIDE (7433) or email [GoGeo@RIDEARTS.COM](mailto:GoGeo@RIDEARTS.COM).*

**If you have a disability you may be eligible for GoGeo Limited Paratransit Service.** The information obtained in this certification process will be used to determine your eligibility.

**This application must be filled out completely,** including the verification of eligibility by a qualified professional. Incomplete applications will be returned to applicants.

### Step 1: Complete the General Information Section

Last name

First name

MI

Street Address

City

State

Zip Code

Home Phone

Cell Phone

Work Phone

Date of Birth

#### Emergency Contact

Full Name

Street Address

Phone

## Step 2: Information About Your Disability

If you answer "NO" or "SOMETIMES" to any of these questions, you must explain your answer in the space provided.

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- 1** Can you board the bus by yourself? YES  NO  SOMETIMES

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- 2** Can you climb three 12-inch steps on your own? YES  NO  SOMETIMES

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- 3** If you have a cognitive disability, can you give your name, address and number? YES  NO  SOMETIMES

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- 4** Are you able to recognize destinations and/or landmarks? YES  NO  SOMETIMES

---

---

- 5** Can you handle unexpected events or changes to your routine? YES  NO  SOMETIMES

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**Step 2: Continued...**

If you answer "NO" or "SOMETIMES" to any of these questions, you must explain your answer in the space provided.



**6** Are you able to ask for, understand and follow directions? YES  NO  SOMETIMES

---

\_\_\_\_\_

**7** Are you able to navigate crowds and/or complex facilities? YES  NO  SOMETIMES

---

\_\_\_\_\_

**8** If you are visually impaired, have you received mobility training from another organization such as Texas Department of Assistance and Rehabilitative Services? YES  NO

---

\_\_\_\_\_

**9** Do you use any of the following assistive devices? (Check all that apply)

<input type="checkbox"/> <b>Manual Wheelchair</b> <input type="checkbox"/> Assistance Needed <input type="checkbox"/> No Assistance	<input type="checkbox"/> <b>Walker</b> <input type="checkbox"/> Foldable <input type="checkbox"/> Not Foldable	<input type="checkbox"/> <b>Electric Wheelchair</b> <input type="checkbox"/> <b>Crutches</b>
<input type="checkbox"/> <b>High Wheelchair</b>	<input type="checkbox"/> <b>Long Wheelchair</b>	<input type="checkbox"/> <b>Cane</b>
<input type="checkbox"/> <b>Power Scooter</b>	<input type="checkbox"/> <b>Guide Dog</b>	<input type="checkbox"/> <b>Oxygen</b>

**10** Are you able to travel 3 blocks (1/4 mile) without assistance over different terrains? YES  NO  SOMETIMES

---

\_\_\_\_\_

## Applicant Agreement and Release

I **agree** that, if I am certified for **GoGeo Limited Paratransit Service**, I will pay the exact fare, if required, for each trip. I agree to notify the office of any changes in my status which may affect my eligibility to use the service.

I **understand** that any failure to adhere to the policies and procedures will be grounds for revoking my application as well as the right to participate in the program.

I **also understand** and agree to hold **GoGeo** harmless against all claims or liability for damages to any person, property, or personal injury occurring as a result of my failure to equip or maintain the safety of the adaptive equipment or certified guide/service animal that I require for mobility.

I **have read** and fully understand the conditions for service outlined in the *Rider's Manual* and agree to abide by them. I authorize the release of verification of information and any additional information to **GoGeo** for the purpose of evaluating my eligibility to participate in the Program. I certify that the information provided in this application is true and correct.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**If someone assisted you in completing this application,  
please provide their information and signature below**

*An Eligibility specialist will review your application and may ask additional questions. You may also be required to participate in an assessment in the community so we can further evaluate your functional abilities.*

\_\_\_\_\_  
Full Name

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip Code

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# Health Care Professional Verification of Eligibility

All information for verification of eligibility must be filled in by a qualified health care professional

--	--

Person Completing Verification

Professional Title

--

Agency Affiliation

--

State of Texas Certification ID Number

--

Business Address

--	--	--

City

State

Zip Code

--

Business Phone

- **What is the medical diagnosis that causes this disability?**

--

- **This condition is...** PERMANENT  TEMPORARY

- **If temporary, what is the expected duration?**

--

I verify that the information provided above for verification is true and correct to the best of my knowledge.

--

Signature of Qualified Professional

--

Date

---

Board of Directors

Item #: AI-2024-1224

Agenda Date: 9/23/2024

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute Amendment No. 7 to CARTS Supplement No. 8 to the Master Regional Mobility Agreement with Capital Area Rural Transportation Services (CARTS) for the provision of transit services to the Manor area in an amount not to exceed \$1,682,100.

**FISCAL IMPACT:**

This action reimburses CapMetro for expenses incurred.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**Strategic Objectives:**

- 1.1 Safe & Reliable Service       1.2 High Quality Customer Experience       1.3 Accessible System
- 2.1 Support Sustainable Regional Growth       2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs       2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff       3.2 Employer of Choice       3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent       4.2 Culture of Safety       4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** The CapMetro/CARTS partnership enables the provision of services that serve the larger region, including areas not currently in the CapiMetro service area or on the border of the CapMetro service area.

**BUSINESS CASE:** CapMetro receives transit services at a reasonable price under this agreement. CARTS already operates services in the rural areas surrounding CapMetro's service area, making them a logical partner for providing services that extend beyond the CapMetro service area.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on September 23, 2024.

EXECUTIVE SUMMARY: CapMetro and CARTS partner to operate transit services within the region. The parties utilize a master interlocal agreement (ILA) for the purposes of outlining terms and conditions which apply to all services. Addenda to the agreement outline each of the services provided and the fees paid for that service. This addendum (Amendment 7 to Supplement No. 8) allows for the provision of transportation in the Manor Area. This service will be operated at the costs of \$89.00 per vehicle hour, consistent with other services operated under the CapMetro/CARTS partnership. Approximately 18,900 hours are projected for FY25. This project is partially funded by Travis County. The County will fund 25 percent of the project. The Travis County portion may increase during the fiscal year and will be agreed upon by all parties. A separate interlocal agreement exists between CapMetro and Travis County to provide the funding for this service.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Strategic Planning and Development

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1224**

WHEREAS, the Capital Metropolitan Transportation Authority (“CapMetro”) Board of Directors and CapMetro management endeavor to be a valued community partner; and

the CapMetro Board of Directors and CapMetro management recognize the need to partner with local jurisdictions to provide transit services.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, her designee, is authorized to finalize and execute Amendment No. 7 to CARTS Supplement No. 8 to the Master Regional Mobility Agreement with Capital Area Rural Transportation Services (CARTS) for the provision of transit services to the Manor area in an amount not to exceed \$1,682,100.

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

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

**AMENDMENT NO. 7 TO CONTRACTED SERVICES SUPPLEMENT NO. 8  
TO MASTER REGIONAL MOBILITY AGREEMENT**

**(Manor Pickup)**

This Amendment No. 7 to Contracted Services Supplement No. 8 to Master Regional Mobility Agreement (“Amendment”) is made and entered into by and between Capital Metropolitan Transportation Authority (“CapMetro”), a transportation authority and political subdivision of the state of Texas organized under Chapter 451 of the Texas Transportation Code, and Capital Area Rural Transportation System, a rural/urban transit district and political subdivision of the State of Texas organized under Chapter 458 of the Texas Transportation Code (“CARTS”). CapMetro and CARTS are referred to in this Agreement individually as a “Party” and collectively as the “Parties”.

**RECITALS:**

- A. **WHEREAS**, CapMetro and CARTS entered into that one certain Master Regional Mobility Agreement dated effective May 1, 2015 (the “Agreement”); and,
- B. **WHEREAS**, pursuant to the Agreement, the Parties entered into Contracted Services Supplement No. 8 dated effective June 5, 2016 (the “Supplement”); and
- C. **WHEREAS**, the Parties entered into that certain Amendment No. 1 to the Supplement effective July 10, 2017 (“Amendment No. 1”); and
- D. **WHEREAS**, the Parties entered into that certain Amendment No. 2 to the Supplement effective June 4, 2019 (“Amendment No. 2”); and
- E. **WHEREAS**, the Parties entered into that certain Amendment No. 3 to the Supplement effective October 1, 2020 (“Amendment No. 3”)
- F. **WHEREAS**, the Parties entered into that certain Amendment No. 4 to the Supplement effective October 1, 2021 (“Amendment No. 4”);
- G. **WHEREAS**, the Parties entered into that certain Amendment No. 5 to the Supplement effective October 1, 2022 (“Amendment No. 5”);
- H. **WHEREAS**, the Parties entered into that certain Amendment No. 6 to the Supplement effective October 1, 2023 (“Amendment No. 6”);
- I. Whereas, the Parties desire to further amend the Supplement to update, amongst other things, the fees for service, service dates, vehicle hours and vehicle requirements, as set forth herein.

NOW, THEREFORE, by its execution below, CapMetro and CARTS agree as follows:

## **AGREEMENT:**

### **A. AMENDMENT.**

1. Paragraph 2 B. of the Supplement is deleted in its entirety and replaced with the following:
  - B. **FEES FOR SERVICES.** For Contracted Service provided under this Supplement, CARTS shall be paid as set forth in Attachment SFP-7 (Schedule of Fees and Payments), attached hereto and incorporated herein for all purposes.
2. The total contract amount for Fiscal Year 2025 (October 1, 2024 to September 30, 2025) shall not exceed \$1,682,100.00.
3. Paragraph 2 C. of the Supplement is deleted in its entirety and replaced with the following:

- C. **TERM.** The term of this Supplement shall commence on June 14, 2019 and terminate on September 30, 2025. The Parties may extend the term of this Supplement by written agreement. Provided, however, either Party may terminate this Supplement upon sixty (60) days advance written notice to the other Party. In the event of such termination by CapMetro, CARTS shall be paid its costs, including contract close-out costs, and profit on services performed up to the time of termination. CARTS shall promptly submit its termination claim to CapMetro in order to be paid if CARTS has any property in its possession belonging to CapMetro, CARTS shall account for the same, and dispose of it in the manner CapMetro directs.
4. Section 3.0, Vehicle Hours, of Attachment SOS-6 of the Supplement is deleted in its entirety and replaced with the following:

#### **3.0 Vehicle Hours.**

Vehicle hours for the Pickup service are provided below:

Estimated Total Hours Per Weekday = 75

Estimated Total Hours Weekday Annually = 18,900

Vehicle hours may be adjusted by mutual agreement of the parties based on customer demand.

5. Section 4.0, Vehicle Requirements, of Attachment SOS-6 of the Supplement is deleted in its entirety and replaced with the following:

#### **4.0 Vehicle Requirements.**

Up to six (6) peak vehicles are required for weekday service. The number

of vehicles may be adjusted by mutual agreement of the Parties based on customer demand.

- B. **INCORPORATION BY REFERENCE.** All defined terms contained in the Agreement and the Supplement shall have the same meaning herein. All terms and conditions contained in the Agreement and the Supplement are incorporated herein for all purposes. All terms not herein defined have the same meaning as set forth in the Agreement and the Supplement. The Recitals contained in this Amendment are incorporated herein for all purposes.
- C. **ENTIRE AGREEMENT.** This Amendment represents the entire agreement between the Parties concerning the subject matter of this Amendment and supersedes all prior or contemporaneous oral or written statements, agreements, and negotiations.
- D. **RATIFICATION.** The Supplement, as modified and amended by this Amendment, is ratified and confirmed in all respects.
- E. **CONFLICT.** In the event of a conflict between the terms of this Amendment and the terms of the Agreement, the provisions of this Amendment shall control.

**IN WITNESS WHEREOF**, the Parties have caused this Amendment to be executed by their respective undersigned duly authorized representatives as of the date of the last party to sign.

**Capital Metropolitan Transportation Authority**

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

Date:

**Capital Area Rural Transportation System**

By: \_\_\_\_\_  
Dave L. Marsh  
General Manager

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

Attachments:

ATTACHMENT SFP-7 - Schedule of Fees and Payments

**ATTACHMENT SFP-7  
SCHEDULE OF FEES AND PAYMENTS  
CONTRACTED SERVICES SUPPLEMENT NO. 8 TO MASTER REGIONAL  
MOBILITY AGREEMENT**

**Manor Pickup**

CapMetro shall pay CARTS for the Contracted Service at the following rates:

June 2, 2019 – September 30, 2019	\$79.00 per vehicle hour
October 1, 2019 – September 30, 2020	\$81.00 per vehicle hour
October 1, 2020 – September 30, 2021	\$81.00 per vehicle hour
October 1, 2021 – September 30, 2022	\$81.00 per vehicle hour
October 1, 2022 – September 30, 2023	\$86.00 per vehicle hour
October 1, 2023 – September 30, 2024	\$86.00 per vehicle hour
October 1, 2024 – September 30, 2025	\$89.00 per vehicle hour

Source of Funds for Payment of Contracted Service:

CapMetro – 100% Local Funds

Travis County – Local and FTA Funds

For the purposes of payment, a vehicle hour means the time a vehicle leaves its base for the service day, to the time it arrives at its base at the end of the service day. Not included as part of vehicle hour are breaks, pre-trip inspection time, and scheduled and unscheduled maintenance periods (vehicle breakdowns).

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Board of Directors

Item #: AI-2024-1258

Agenda Date: 9/23/2024

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute Amendment No. 6 to the Contracted Service Supplement No. 2 with Capital Area Rural Transportation System (CARTS) for the operation of Route 214 Northwest Feeder for fiscal year 2025 in an amount not to exceed \$768,038.

**FISCAL IMPACT:**

Funding for this action is available in the FY2025 Operating Budget

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**Strategic Objectives:**

- 1.1 Safe & Reliable Service
- 1.2 High Quality Customer Experience
- 1.3 Accessible System
- 2.1 Support Sustainable Regional Growth
- 2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs
- 2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff
- 3.2 Employer of Choice
- 3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent
- 4.2 Culture of Safety
- 4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** The CapMetro/CARTS partnership enables the provision of services that serve the region, including areas not currently in the CapMetro service area or on the borders of the CapMetro service area.

**BUSINESS CASE:** CapMetro receives transit services at a reasonable price under this agreement. CARTS already operates services in the rural areas surrounding CapMetro’s service area, making them a logical partner for providing services that extend beyond the CapMetro service area.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on September 23, 2024.

**EXECUTIVE SUMMARY:** CapMetro and CARTS partner to operate transit services on the borders of CapMetro’s

service area and in communities located within the Austin urbanized area but outside of the CapMetro service area. The parties utilize a master Regional Mobility Agreement (RMA) for the purposes of outlining terms and conditions which apply to all services. Addenda to the agreement outline each of the services provided and the fees paid for that service.

This resolution authorizes the sixth amendment to and extension of Contracted Service Supplement NO. 2, under which CARTS provides transportation services for CapMetro Route 214 Northwest Feeder. Service cost per vehicle hour for Route 214 in fiscal year (FY) 2025 is \$89.96. The total estimated cost of the service for FY 2025 is \$768,037.99 for an estimated 8,131 vehicle hours.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Operations and Maintenance Oversight

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1258**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management endeavor to be a regional leader and grow the service and customer base for transit; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management recognize that the Contracted Services Supplement for the provision of Route 214 by the Capital Area Rural Transportation System (CARTS) requires an amendment due to the expiration of the current Contracted Services Supplement.

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 Amendment No. 6 to the Contracted Service Supplement No. 2 with Capital Area Rural Transportation System (CARTS) for the operation of Route 214 Northwest Feeder for fiscal year 2025 in an amount not to exceed \$768,038.

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

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

**AMENDMENT NO. 6 TO CONTRACTED SERVICES SUPPLEMENT NO. 2 TO THE MASTER  
REGIONAL MOBILITY AGREEMENT**

**(Route 214 – Northwest Feeder)**

**This Amendment No. 6 to Contracted Services Supplement No. 2 to the Master Regional Mobility Agreement** (“Amendment”) is made and entered into by and between **Capital Metropolitan Transportation Authority** (“CapMetro”), a transportation authority and political subdivision for the State of Texas organized under Chapter 451 of the Texas Transportation Code, and **Capital Area Rural Transportation System**, a rural/urban transit district and political subdivision of the State of Texas organized under Chapter 458 of the Texas Transportation Code (“CARTS”). Capital Metro and CARTS are referred to in this Agreement individually as a “Party” and collectively as the “Parties”.

**RECITALS**

- A. **WHEREAS**, CapMetro and CARTS entered into that one certain Master Regional Mobility Agreement dated effective May 1, 2015 (the “Agreement”); and,
- B. **WHEREAS**, pursuant to the Agreement the Parties entered into Contracted Services Supplement No. 2 dated effective May 1, 2015, pursuant to which CARTS provides transportation services for the CapMetro Route 214 – Northwest Feeder (the “Supplement”); and,
- C. **WHEREAS**, the Parties entered into that certain Amendment No. 1 to the Supplement effective September 25, 2017 (“Amendment No. 1”); and,
- D. **WHEREAS**, the Parties entered into that certain Amendment No. 2 to the Supplement effective October 1, 2020 (“Amendment No. 2”) and,
- E. **WHEREAS**, the Parties entered into that certain Amendment No. 3 to the Supplement effective September 30, 2021 (“Amendment No. 3”) and,
- F. **WHEREAS**, the Parties entered into that certain Amendment No. 4 to the Supplement effective October 1, 2022 (“Amendment No. 4”), and
- G. **WHEREAS**, the Parties entered into that certain Amendment No. 4 to the Supplement effective October 1, 2023 (“Amendment No. 5”), and
- H. **WHEREAS**, the Parties desire to further amend the Supplement as set forth herein.

**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**

**A. AMENDMENT.**

- 1. Paragraph 1 of the Supplement is deleted in its entirety and replaced with the following:

CARTS agrees to provide CapMetro, the transportation services described in Attachment SOS-6 (“Scope of Services”) attached and incorporated herein for all purposes

(“Contracted Service”). The Contracted Service shall be provided in accordance with this Supplement (including the attached SOS-6) and the Agreement.

2. Paragraph 2.B. of the Supplement is deleted in its entirety and replaced with the following:

B. FEES FOR SERVICES. For Contracted Services provided under this Supplement, CARTS shall be paid as set forth in Attachment SFP-6 (“Schedule of Fees and Payments”) attached and incorporated herein for all purposes.

3. Paragraph 2.C of the Supplement is deleted in its entirety and replaced with the following:

C. TERM. The term of this Supplement will commence on May 1, 2015, and terminate on September 30, 2025. Either Party may terminate this Supplement, in whole or in part, without cause, upon sixty (60) days’ advance written notice to the other party. In the event of such termination, CARTS shall be paid its costs, including contract close-out costs, and profit on services performed up to the time of termination. CARTS shall promptly submit its termination claim to CapMetro to be paid to CARTS. If CARTS has any property in its possession belonging to CapMetro, CARTS shall account for the same, and dispose of it in the manner Capital Metro directs.

B. **NOT TO EXCEED AMOUNT.** Payments made under the Supplement for the FY 2025 period beginning October 1, 2024, and ending September 30, 2025, shall not exceed **\$768,037.99**.

C. **INCORPORATIONS BY REFERENCE.** All defined terms contained in the Agreement and the Supplement shall have the meaning herein. All terms and conditions contained in the Agreement and the Supplement are incorporated herein for all purposes. All terms not herein defined have the same meaning as set forth in the Agreement and the Supplement. The recitals contained in the Amendment are incorporated herein for all purposes.

D. **ENTIRE AGREEMENT.** This Amendment represents the entire agreement between the Parties concerning the subject matter of this Amendment and supersedes all prior or contemporaneous oral or written statements, agreements, and negotiations.

E. **RATIFICATION.** The Supplement, as modified and amended by this Amendment, is ratified and confirmed in all respects.

F. **CONFLICT.** In the event of a conflict between the terms of this Amendment and the terms of the Agreement or Supplement, the provisions of this Amendment shall control.

*Signatures on next page.*

**In Witness Whereof**, the Parties have caused this Amendment to be executed by their undersigned, duly authorized representatives to be effective as of October 1, 2023.

**Capital Metropolitan Transportation Authority**

By: \_\_\_\_\_

Name: Dottie Watkins

Title: President & CEO

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

**Capital Area Rural transportation System**

By: \_\_\_\_\_

Name: David L. Marsh

Title: General Manager

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

Attachments:

ATTACHMENT SFP-6 - Schedule of Fees and Payments

ATTACHMENT SOS-6 - Scope of Services

**ATTACHMENT SFP-6**

**SCHEDULE OF FEES AND PAYMENTS  
CONTRACTED SERVICES SUPPLEMENT NO. 2 TO MASTER REGIONAL MOBILITY  
AGREEMENT**

**Route 214 – Northwest Feeder**

CapMetro shall pay CARTS for the Contracted Service at the following rates:

May 1, 2015 – September 30, 2015	\$65.00 per vehicle hour
October 1, 2015 – September 30, 2016	\$66.95 per vehicle hour
October 1, 2016 – September 30, 2017	\$68.96 per vehicle hour
October 1, 2017 – September 30, 2018	\$71.03 per vehicle hour
October 1, 2018 – September 30, 2019	\$73.16 per vehicle hour
October 1, 2019 – September 30, 2020	\$75.74 per vehicle hour
October 1, 2020 – September 30, 2021	\$75.74 per vehicle hour
October 1, 2021 – September 30, 2022	\$77.52 per vehicle hour
October 1, 2022 – September 30, 2023	\$86.05 per vehicle hour
October 1, 2023 – September 30, 2024	\$88.20 per vehicle hour
October 1, 2024 – September 30, 2025	\$89.96 per vehicle hour

CapMetro Source of Funds for Payment of Contracted Service: 100% Local Funds

For the purposes of payment, a fixed route “vehicle hour” means the time a vehicle leaves its base for the service day, to the time it arrives at its base at the end of the service day. Not included as part of vehicle hour are breaks, pre-trip inspection time, and scheduled and unscheduled maintenance periods (vehicle breakdowns).

**ATTACHMENT SOS-6**  
**SCOPE OF SERVICES FOR CONTRACTED SERVICES SUPPLEMENT NO. 2 TO MASTER  
REGIONAL MOBILITY AGREEMENT**

**Route 214 – Northwest Feeder**

**1.0 GENERAL PURPOSE**

This Scope of Services for Contracted Services Supplement No. 2 to Master Regional Mobility Agreement (“Supplement”) documents the requirements related to the operation of Route 214 – Northwest Feeder fixed route service (the “Contracted Service”). Capitalized terms not otherwise defined herein shall have the meanings designated for such terms in the Supplement.

CARTS shall provide an operationally dependable vehicle service for customer use, equipped for maximum customer comfort in a cost-effective manner, and continually maintained and operated in a safe condition as described herein.

CARTS shall obtain all required licenses and permits to operate in the Capital Metro’s service area within the scope of this Contracted Service.

CARTS shall furnish all supervision, security protection, personnel, customer vehicles, fuel, materials, supplies, storage and maintenance facilities, tools, equipment, insurance, and incidentals (such as comfort stop identification) as required to perform an operationally dependable public transportation service. Fueling of vehicles shall not occur during revenue hours. Fueling, if needed may occur during shift changes or through vehicle exchanges at route terminal locations, provided that customers are not inconvenienced.

CARTS shall at all times comply and cause its assigned personnel and contractors to comply with Capital Metro’s policies and procedures, as revised, supplemented, and updated from time to time. These policies and procedures include, but are not limited to, the documents found on Capital Metro’s service provider extranet site located at [https://capmetro.sharepoint.com/sites/EXT\\_MOSP/PoliciesProcedures/Forms/AllItems.aspx?RootFolder=%2Fsites%2FEXT%5FMOSP%2FPoliciesProcedures](https://capmetro.sharepoint.com/sites/EXT_MOSP/PoliciesProcedures/Forms/AllItems.aspx?RootFolder=%2Fsites%2FEXT%5FMOSP%2FPoliciesProcedures). CARTS shall maintain documentation showing that its employees received a copy of these policies and procedures.

**2.0 DESCRIPTION OF CONTRACTED SERVICE**

The Contracted Services consists of CapMetro Route 214-Northwest Feeder fixed route service. This route presently operates between Lago Vista Park and Ride Lot, Jonestown and Lakeline MetroRail Station.

**3.0 VEHICLE HOURS**

Vehicle hours for the Contracted Service are provided below:

Estimated Total Hours Weekdays = 31  
Estimated Total Hours Annually = 8,131.

**4.0 VEHICLE REQUIREMENTS**

Two (2) peak vehicles are required.

**5.0 SERVICE PERIOD**

CARTS will operate the service on weekdays, approximately 5:00 a.m. — 9:30 p.m. (times may vary within this window, based on the specific route schedule).

## **6.0 SERVICE SCHEDULE**

CARTS shall provide Contracted Service in a safe, courteous, reliable manner and in accordance with trip schedules provided by Capital Metro. Capital Metro service changes occur three times per year during the months of January, June, and August. CARTS shall follow the prescribed routes and schedules as established by Capital Metro and communicate any route detours or route delays with Capital Metro.

## **7.0 VEHICLES**

Vehicles shall have adequate heating and air conditioning; two-way radios, not on citizen band frequency; provision for Capital Metro to install a Genfare fare box; adequate interior lighting; interior and exterior signage; and padded, comfortable seating for customers. All vehicles shall be accessible for mobility devices, capable of handling two (2) mobility device positions.

All vehicles shall be painted in accordance with Capital Metro's graphic program. Capital Metro shall supply logos for the vehicles. Vehicles shall bear no other logos, emblems or identification unless required by law or approved by Capital Metro. Capital Metro logos shall be promptly removed at the end of the Supplement term.

All vehicles shall be cleaned inside daily prior to being placed into service. Vehicle exteriors and windows shall be washed every day, weather permitting. Vehicle interiors shall at all times be kept free of exhaust fumes and engine odors. The interior of the vehicles shall be maintained free from roaches and other vermin at all times that the bus is utilized in Contracted Service. CARTS is strictly prohibited from using any vermin control product that would be hazardous to the health and well-being of the customers and operator of the bus. Exterminations or vermin spray shall be scheduled to assure there are no offensive odors during Contracted Service hours.

Vehicles shall have illuminated destination signs that are highly visible and in compliance with ADA regulations and programmed with proper route and safety designations as defined by Capital Metro. All destination signs shall be illuminated for night operation.

Vehicles shall be equipped with customer notice holders, and customer discharge bells.

Vehicle bodies, frames, and components shall be in sound condition, and free of all damage that compromises the safe operation of the vehicle. Vehicles shall comply with safety and mechanical standards of all state, federal and local governments. All mechanical, electrical, and hydraulic securement systems shall be maintained in proper working condition at all times.

At its discretion, Capital Metro shall inspect vehicles assigned pursuant to the Supplement at any time. All determinations by Capital Metro as to the appearance, cleanliness and condition of a vehicle shall be final; however, CARTS shall not be relieved of its duty to maintain the vehicles in a safe and sound condition. All vehicles shall be capable of comfortably seating a minimum of twelve (12) customers in fully padded forward facing seats. Vehicles shall be equipped with stanchions for standee use. CARTS shall not exceed the standee capacity designated for the vehicle.

All vehicles shall be equipped to permit inward and outward mobility device boarding. Ramps and lifts shall comply with ADA standards. Securement for mobility devices shall consist of wheel clamps, and four (4) securement belts. Additionally, a lap belt shall be required for customer preference.

The vehicles air conditioning system shall be of sufficient size and capacity to maintain a comfortable, constant temperature throughout the vehicle. The heating system shall have proportional controls and be of sufficient capacity to maintain a comfortable, constant temperature throughout the vehicle.

### **8.0 EQUIPMENT CONDITION**

CARTS shall maintain each vehicle in a clean condition throughout, both interior and exterior, at all times that the vehicle is in service for Capital Metro. All vehicles shall be swept, mopped, interiors wiped down (i.e., dashboards, stanchions, bars, etc.) prior to the bus going into service each day. Each bus shall be detailed at a minimum of once every ninety (90) days. The detailing shall include, but is not limited to:

- a) Removal of all graffiti.
- b) Cleaning of all side panels.
- c) Cleaning ceiling panels.
- d) Cleaning dome light covers.
- e) Cleaning of seats, including frames.
- f) Cleaning floors (i.e., gum removal).
- g) Exterior cleaning, repaint wheel rims, if necessary.
- h) Be free of body damage, have no missing or unpainted panels.
- i) Wheel rims shall be supplied by CARTS.
- j) Have all safety items fully operational (i.e., lights, brakes, horn, tires, etc.).

### **9.0 SPARE VEHICLES**

Spare vehicles, fully meeting all vehicle requirements listed above in section 7.0, including but not limited to mobility device accessibility and graphic requirements, shall be maintained and dispatched for replacement purposes within one (1) hour of the time any the primary vehicle becomes inoperable or shall be removed from service for repairs.

### **10.0 MONTHLY REPORTS**

CARTS shall provide ridership data and such other operating data in connection with the Contracted Service as may reasonably be requested by Capital Metro, including but not limited to total daily number of boarding, as well as number of boarding by fare category. Data shall be provided on a monthly basis along with CARTS invoice for that month. The following information shall be provided to the Capital Metro Project Manager:

- a) Boarding for the entire month.
- b) Summary of vehicle and passenger accidents for the entire month.
- c) Late and missed trips for the entire month.
- d) Miles driven for the entire month.
- e) On-time performance for each week, as well as the monthly average.
- f) Road calls for the entire month.
- g) Security incidents.

Invoices. CARTS will submit monthly invoices to CMTA – Accounts Payable for the services purchased in the preceding month. Invoices shall be sent to the below address:

Accounts Payable  
Capital Metropolitan Transportation Authority  
P.O. Box 6308  
Austin, Texas 78762-6308  
Or via e-mail to: [ap\\_invoices@capmetro.org](mailto:ap_invoices@capmetro.org)

### **11.0 GENERAL PROVISIONS FOR CONTRACTED SERVICE**

Capital Metro reserves the right to adjust Contracted Service at any time. Modifications to Contracted Service may include, but are not limited to, extending, deleting or adding route(s), or parts of route(s), and expanding or decreasing vehicle hours. Notice shall be given prior to service modifications.

In the event that actual annual vehicle hours fall below ninety percent (90%) or above one hundred and ten percent (110%) of the total projected annual vehicle hours, Capital Metro reserves the right to negotiate a revised unit cost per vehicle hour with CARTS. Such renegotiations would also occur in the event that vehicles need to be added or deleted during the term of the Supplement.

CARTS may propose method of compensation for service expansion including adding vehicles. Capital Metro reserves the right, upon notification to CARTS to transfer portions or all of the Contracted Service to another service provider based on the operational needs of Capital Metro. CARTS may also request a transfer of portions or all of the Contracted Service to another service provider by providing Capital Metro at least six (6) months' notice in advance based on the operational needs of CARTS.

### **12.0 HOLIDAY SCHEDULE**

Capital Metro reserves the right to operate modified schedules which it deems appropriate in conjunction with the holidays listed based on what is shown in the most current Capital Metro Destinations schedule book which may be accessed here: <https://www.capmetro.org/destinations/>. CARTS should be prepared to ensure that Contracted Service are provided in accordance with such holiday schedules.

### **13.0 TRAINING**

All bus operators hired by CARTS shall attend, at a minimum, the following training:

- a. Six (6) hours of defensive driving training and two (2) hours of overview of Capital Metro service. CARTS shall be responsible for providing a certified defensive driving course for all bus operators, prior to driving.
- b. CARTS shall be required every year to ensure all operating personnel associated with this Supplement receive a minimum of two (2) hours of refresher training.
- c. The cost of bus operator's wages during training shall be borne by CARTS.
- d. CARTS shall be required to ensure all bus operators are aware of proper customer communication practices required for polite customer assistance and participate in customer service training for at least two (2) hours annually.
- e. CARTS shall ensure all bus operators complete training prior to their operation of an in-service vehicle. CARTS shall also be responsible for providing additional training for any bus operator who demonstrates a lack of appropriate training.

Training subsequent to training for new hires, such as refresher training and retraining, shall be conducted by CARTS. CARTS shall be required to have a bus operator development program in place to address all bus operator related training needs. Capital Metro shall inform CARTS in writing of any changes in operating procedures; CARTS shall be responsible for any training at their cost for existing bus operators which is needed as a result of changed procedures.

All training programs shall be subject to Capital Metro approval.

### **14.0 UNIFORM AND APPEARANCE STANDARDS**

CARTS shall comply with Capital Metro's uniform and appearance requirements. The uniform and appearance standards are available here:

[All Operating Procedure - CMTA Uniform and Appearance Standards 040123.pdf](#)

Any deviations from the uniform and appearance standards must be approved by Capital Metro in its sole discretion.

### **15.0 REMOVAL**

Capital Metro may require CARTS to immediately remove, pending investigation, any bus operator from Capital Metro service for any one of, but not necessarily limited to, the following:

- a. Committing unsafe or inappropriate acts while providing service.
- b. Failure to follow Capital Metro policies and procedures.
- c. Using a cell phone while operating Capital Metro vehicle, including texting and use of Bluetooth devices.
- d. Revocation, suspension or non-renewal of a valid driver's license.
- e. A criminal conviction as set forth in the Master Agreement section entitled "Personnel Assignments".
- f. Violating the uniform and appearance standards without approval.
- g. Using any tobacco product on Capital Metro vehicle or property, in accordance with the Tobacco Free policies of Capital Metro.
- h. Failing to follow safety rules and regulations.
- i. Failing to follow security policies, guidelines, and procedures.
- j. Notification of an active warrant from any law enforcement or judicial agency; and/or
- k. Any conduct which puts Capital Metro or its reputation at risk.

### **16.0 PERSONNEL**

CARTS shall furnish all operators, mechanics, dispatchers, supervisors, administrative personnel and other personnel services necessary for providing the transportation service in accordance with the Supplement. CARTS Assistant General Manager of Safety and Security shall be CARTS Project Manager for this Supplement. Capital Metro's Program Manager, Bus Contracts shall be Capital Metro's Project Manager for this Supplement.

### **17.0 SUPERVISION**

CARTS shall utilize a CARTS transportation supervisor to monitor the Contracted Service. This supervision shall include conducting ride checks (on-board) to ensure bus operator adherence to procedures (i.e., on-time performance, customer relations, etc.). Such supervision shall also include prompt responses to all investigation of accidents. Capital Metro reserves the right to provide similar investigations and adherence checks of its own without notice to ensure compliance with terms of the Supplement.

### **18.0 DISPATCHING & RADIO COMMUNICATION**

CARTS shall be required to maintain dispatch and radio monitoring personnel to work during the hours of Contracted Service. CARTS shall be able to effectively dispatch assignments and provide prompt responses to bus operator and/or vehicle problems which could impact CARTS service. CARTS will work with Capital Metro to allow for Capital Metro's ability to monitor radio communications between CARTS dispatch office and CARTS bus operators regarding Contracted Service. CARTS would also have the option of having a supervisor on call to respond to questions or problems.

This communication shall be via two-way radios. Base station, tower and fixed vehicle radios to be provided by CARTS.

### **19.0 FARE COLLECTION**

CARTS shall collect fares and charges established by Capital Metro. Without Capital Metro's approval, no free transportation service shall be provided to persons other than the following:

- a. Capital Metro employees, contractors or dependents with valid identification.

- b. Seniors or persons with disabilities with the proper Capital Metro issued identification card.
- c. K – 12 students, with valid ID.
- d. Ten (10) and younger must be accompanied by someone twelve (12) or older.
- e. UT students, faculty or employees presenting a valid UT identification card.
- f. Complimentary tickets or ticket passes.

Capital Metro shall notify CARTS of changes in the fare structure.

All fare collection equipment shall be owned by and supplied by Capital Metro and maintained by Capital Metro or its contractors. Capital Metro shall reimburse CARTS for time to have fare box maintained and cash collected at a location as defined by Capital Metro based on the hourly rate defined in the SFP. CARTS is required to ensure that data and cash (if applicable) from any fare collection equipment is retrieved regularly, at a minimum of once per month by Capital Metro designated personnel or contractors.

### **20.0 CUSTOMER COMPLAINTS**

CARTS shall direct customers to file complaints with Capital Metro via telephone, in person or written correspondence. Once Capital Metro has forwarded the complaint for investigation to CARTS, CARTS shall contact each customer by telephone or by written correspondence to review the complaint. CARTS shall investigate and provide responses to complaints within four (4) days of receipt. CARTS shall be provided access to a Capital Metro designated customer comment program (currently called Service One) to access all complaint information. At the end of the Supplement term access to this program shall be terminated.

### **21.0 NATIONAL TRANSIT DATABASE REPORTING**

CARTS shall collect data, keep records and provide reports sufficient to enable Capital Metro to meet its National Transit Database (“NTD”) reporting requirements. CARTS is responsible for obtaining all pertinent NTD regulations and procedures to ensure that all required information is collected and reported in a timely fashion. CARTS shall obtain an independent audit of said annual NTD reports at CARTS expense and submit to Capital Metro by November 30.

### **22.0 PERFORMANCE SPECIFICATIONS**

CARTS shall at all times strive to meet the performance standards listed below in order to provide the highest level of service possible. Capital Metro reserves the right to monitor CARTS in its performance of the Contracted Service to be provided under the Supplement.

The following are the performance specifications:

- a) No more than eight (8) complaints per 10,000 customers.
- b) No more than three (3) vehicle accidents per 100,000 vehicle miles.
- c) No more than three (3) passenger accidents per 100,000 miles.
- d) Ninety percent (90%) of trips operating on time. (An on-time trip is one which departs 0 minutes early and no more than five (5) minutes late).

### **23.0 ON-TIME PERFORMANCE**

CARTS operators must complete daily logs with scheduled times and actual times entered at all time points to record and measure on-time performance (“OTP”). An on-time trip is one which departs 0 minutes early and no more than five (5) minutes late. Sampling could be required if CCRS trended an increase because OTP issues. Capital Metro personnel may also conduct checks.

### **24.0 MARKETING AND PUBLIC RELATIONS**

Capital Metro shall furnish all schedules, maps, tickets, transfers, passes and other printed materials required for marketing the Contracted Service. CARTS shall distribute Capital Metro customer notices, cooperate and participate in marketing, promotion, advertising, public relations, and public education programs and projects undertaken by Capital Metro from time to time. Capital Metro shall be the exclusive public media spokesman in connection with the Contracted Service.

## **25.0 PERSONNEL QUALIFICATIONS/STANDARDS**

CARTS shall ensure personnel meet the following standards to perform Capital Metro Contracted Service as defined below:

- a. Be employees (full or part-time) of CARTS.
- b. Have a Class B driver's license with passenger endorsement and air brakes, if operating a bus.
- c. Have the ability to read, write, and speak English.
- d. Be sensitive to customers' needs.
- e. Have the ability to handle complaints and problems as required.
- f. Pass a Department of Transportation ("**DOT**") physical and comprehensive drug screen.

## **26.0 DRUG AND ALCOHOL TESTING PROGRAM**

CARTS agrees to establish and implement a drug and alcohol testing program that complies with 49 CFR Part 655, produce any documentation necessary to establish its compliance with 49 CFR Part 655, 49 CFR Part 40, and 49 CFR Part 29 and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of the State of Texas or Capital Metro, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Part 655, 49 CFR Part 40, and 49 CFR Part 29 and review the testing process.

CARTS drug and alcohol policy for Contracted Service shall include zero tolerance for positive results and other violations of the policy. Employees of CARTS with a confirmed positive drug or alcohol test may not be used to perform work under the Supplement.

CARTS agrees further to certify annually its compliance with Part 655 before March 1st and to submit the Management Information System ("**MIS**") reports annually on or before February 28th to Capital Metro.

CARTS agrees to submit a copy of its Policy Statement developed to implement its Drug and Alcohol Testing Program and consult with Capital Metro on the selection of a certified laboratory, substance abuse professional, or Medical Review Officer, or the use of a consortium.

CARTS will adhere to the FTA training frequency requirements as outlined under 49 CFR.

## **27.0 SAFETY AND SECURITY**

CARTS shall develop, implement, and maintain a program to respond to emergencies and routine problems that may occur. Capital Metro acknowledges that CARTS is participating in the State of Texas Grouped Safety Management Systems Plan ("**SMS**") and CARTS shall ensure that the principles of SMS are included in the Contracted Service operation. CARTS shall provide Capital Metro with a copy of such plan.

CARTS shall participate in periodic emergency readiness training and drills, at the direction of Capital Metro.

CARTS shall be responsible for coordinating and providing security protection for customers, employees and assets regarding the Contracted Service. Coordinating means utilizing local law enforcement or other implementing any security measures necessary to respond to incidents that may occur regarding the Contracted Service.

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Board of Directors

Item #: AI-2024-1257

Agenda Date: 9/23/2024

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute Amendment No. 6 to Contracted Services Supplement No. 5 to the Master Regional Mobility Agreement with Capital Area Rural Transportation Services (CARTS) for the provision of Route 990 - Manor Express for fiscal year 2025 in an amount not to exceed \$191,750.

**FISCAL IMPACT:**

Funding for this action is available in the FY2025 Operating Budget

**STRATEGIC PLAN:**

Strategic Goal Alignment:

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

Strategic Objectives:

- 1.1 Safe & Reliable Service
- 1.2 High Quality Customer Experience
- 1.3 Accessible System
- 2.1 Support Sustainable Regional Growth
- 2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs
- 2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff
- 3.2 Employer of Choice
- 3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent
- 4.2 Culture of Safety
- 4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** The CapMetro/CARTS partnership enables the provision of services to the larger region, including areas not currently in the CapMetro service area.

**BUSINESS CASE:** CapMetro receives transit services at a reasonable price under this agreement. CARTS already operates services in the rural areas surrounding CapMetro's service area, making them a logical partner for providing services that extend beyond the CapMetro service area.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on September 23, 2024.

**EXECUTIVE SUMMARY:** CapMetro and CARTS partner to operate transit services on the borders of CapMetro's

service area and in communities located within the Austin urbanized area but outside of the CapMetro service area. The parties utilize a Master Regional Mobility Agreement (RMA) for the purposes of outlining terms and conditions which apply to all services. Addenda to the agreement outline each of the services provided and the fees paid for that service.

Supplement No. 4 to the Master Regional Mobility Agreement allows for the provision of transit service to the Manor area via Route 990 - Manor Express. CARTS provides the vehicle, fuel, operations and maintenance for this service and CapMetro reimburses CARTS for its costs.

The current Contracted Service Supplement No. 4, which allows for CARTS to operate Route 990 - Manor Express, expires on September 30, 2024. This resolution authorizes the sixth amendment to Contracted Service Supplement No. 5 to extend the term through fiscal year (FY) 2025. Service cost per vehicle hour will be \$89.96. The total cost of the service for FY 2025 is estimated not to exceed \$191,749.74 for 2,030 estimated vehicle hours.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Operations and Maintenance Oversight

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1257**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management endeavor to be a regional leader and grow the service and customer base for transit; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management recognize that Contracted Services Supplement No. 5 for the provision of Route 990 - Manor Express by the Capital Area Rural Transportation System (CARTS) requires an amendment to extend the term.

NOW, THEREFORE, BE IT RESOLVED that the Interim President & CEO, or her designee, is authorized to finalize and execute Amendment No. 6 to Contracted Services Supplement No. 5 to the Master Regional Mobility Agreement with Capital Area Rural Transportation Services (CARTS) for the provision of Route 990 - Manor Express for fiscal year 2025 in an amount not to exceed \$191,750.

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

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

**AMENDMENT NO. 6 TO CONTRACTED SERVICES SUPPLEMENT NO. 2 TO THE MASTER  
REGIONAL MOBILITY AGREEMENT**

**(Route 214 – Northwest Feeder)**

**This Amendment No. 6 to Contracted Services Supplement No. 2 to the Master Regional Mobility Agreement** (“Amendment”) is made and entered into by and between **Capital Metropolitan Transportation Authority** (“CapMetro”), a transportation authority and political subdivision for the State of Texas organized under Chapter 451 of the Texas Transportation Code, and **Capital Area Rural Transportation System**, a rural/urban transit district and political subdivision of the State of Texas organized under Chapter 458 of the Texas Transportation Code (“CARTS”). Capital Metro and CARTS are referred to in this Agreement individually as a “Party” and collectively as the “Parties”.

**RECITALS**

- A. Whereas, CapMetro and CARTS entered into that one certain Master Regional Mobility Agreement dated effective May 1, 2015 (the “Agreement”); and,
- B. Whereas, pursuant to the Agreement the Parties entered into Contracted Services Supplement No. 2 dated effective May 1, 2015, pursuant to which CARTS provides transportation services for the CapMetro Route 214 – Northwest Feeder (the “Supplement”); and,
- C. Whereas, the Parties entered into that certain Amendment No. 1 to the Supplement effective September 25, 2017 (“Amendment No. 1”); and,
- D. Whereas, the Parties entered into that certain Amendment No. 2 to the Supplement effective October 1, 2020 (“Amendment No. 2”) and,
- E. Whereas, the Parties entered into that certain Amendment No. 3 to the Supplement effective September 30, 2021 (“Amendment No. 3”) and,
- F. Whereas, the Parties entered into that certain Amendment No. 4 to the Supplement effective October 1, 2022 (“Amendment No. 4”), and
- G. Whereas, the Parties entered into that certain Amendment No. 4 to the Supplement effective October 1, 2023 (“Amendment No. 5”), and
- H. Whereas, the Parties desire to further amend the Supplement as set forth herein.

**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**

**A. AMENDMENT.**

- 1. Paragraph 1 of the Supplement is deleted in its entirety and replaced with the following:

CARTS agrees to provide to CapMetro, the transportation services described in Attachment SOS-6 (“Scope of Services”) attached and incorporated herein for all purposes

(“Contracted Service”). The Contracted Service shall be provided in accordance with this Supplement (including the attached SOS-6) and the Agreement.

2. Paragraph 2.B. of the Supplement is deleted in its entirety and replaced with the following:

B. FEES FOR SERVICES. For Contracted Services provided under this Supplement, CARTS shall be paid as set forth in Attachment SFP-5 (“Schedule of Fees and Payments”) attached and incorporated herein for all purposes.

3. Paragraph 2.C of the Supplement is deleted in its entirety and replaced with the following:

C. TERM. The term of this Supplement will commence on May 1, 2015, and terminate on September 30, 2024. Either Party may terminate this Supplement, in whole or in part, without cause, upon sixty (60) days’ advance written notice to the other party. In the event of such termination, CARTS shall be paid its costs, including contract close-out costs, and profit on services performed up to the time of termination. CARTS shall promptly submit its termination claim to CapMetro to be paid to CARTS. If CARTS has any property in its possession belonging to CapMetro, CARTS shall account for the same, and dispose of it in the manner Capital Metro directs.

B. **NOT TO EXCEED AMOUNT.** Payments made under the Supplement for the FY 2024 period beginning October 1, 2024, and ending September 30, 2025, shall not exceed **\$768,037.99 (\$731,464.76 + 5%)**.

C. **INCORPORATIONS BY REFERENCE.** All defined terms contained in the Agreement and the Supplement shall have the meaning herein. All terms and conditions contained in the Agreement and the Supplement are incorporated herein for all purposes. All terms not herein defined have the same meaning as set forth in the Agreement and the Supplement. The recitals contained in the Amendment are incorporated herein for all purposes.

D. **ENTIRE AGREEMENT.** This Amendment represents the entire agreement between the Parties concerning the subject matter of this Amendment and supersedes all prior or contemporaneous oral or written statements, agreements, and negotiations.

E. **RATIFICATION.** The Supplement, as modified and amended by this Amendment, is ratified and confirmed in all respects.

F. **CONFLICT.** In the event of a conflict between the terms of this Amendment and the terms of the Agreement or Supplement, the provisions of this Amendment shall control.

*Signatures on next page.*

**In Witness Whereof**, the Parties have caused this Amendment to be executed by their undersigned, duly authorized representatives to be effective as of October 1, 2023.

**Capital Metropolitan Transportation Authority**

By: \_\_\_\_\_

Name: Dottie Watkins

Title: President & CEO

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

**Capital Area Rural transportation System**

By: \_\_\_\_\_

Name: David L. Marsh

Title: General Manager

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

Attachments:

ATTACHMENT SFP-6 - Schedule of Fees and Payments

ATTACHMENT SOS-6 - Scope of Services

**ATTACHMENT SFP-6**

**SCHEDULE OF FEES AND PAYMENTS  
CONTRACTED SERVICES SUPPLEMENT NO. 2 TO MASTER REGIONAL MOBILITY  
AGREEMENT**

**Route 214 – Northwest Feeder**

CapMetro shall pay CARTS for the Contracted Service at the following rates:

May 1, 2015 – September 30, 2015	\$65.00 per vehicle hour
October 1, 2015 – September 30, 2016	\$66.95 per vehicle hour
October 1, 2016 – September 30, 2017	\$68.96 per vehicle hour
October 1, 2017 – September 30, 2018	\$71.03 per vehicle hour
October 1, 2018 – September 30, 2019	\$73.16 per vehicle hour
October 1, 2019 – September 30, 2020	\$75.74 per vehicle hour
October 1, 2020 – September 30, 2021	\$75.74 per vehicle hour
October 1, 2021 – September 30, 2022	\$77.52 per vehicle hour
October 1, 2022 – September 30, 2023	\$86.05 per vehicle hour
October 1, 2023 – September 30, 2024	\$88.20 per vehicle hour
October 1, 2024 – September 30, 2025	\$89.96 per vehicle hour

**CapMetro Source of Funds for Payment of Contracted Service: 100% Local Funds**

For the purposes of payment, a fixed route “vehicle hour” means the time a vehicle leaves its base for the service day, to the time it arrives at its base at the end of the service day. Not included as part of vehicle hour are breaks, pre-trip inspection time, and scheduled and unscheduled maintenance periods (vehicle breakdowns).

**ATTACHMENT SOS-6**  
**SCOPE OF SERVICES FOR CONTRACTED SERVICES SUPPLEMENT NO. 2 TO MASTER**  
**REGIONAL MOBILITY AGREEMENT**

**Route 214 – Northwest Feeder**

**1.0 GENERAL PURPOSE**

This Scope of Services for Contracted Services Supplement No. 2 to Master Regional Mobility Agreement (“**Supplement**”) documents the requirements related to the operation of Route 214 – Northwest Feeder fixed route service (the “**Contracted Service**”). Capitalized terms not otherwise defined herein shall have the meanings designated for such terms in the Supplement.

CARTS shall provide an operationally dependable vehicle service for customer use, equipped for maximum customer comfort in a cost-effective manner, and continually maintained and operated in a safe condition as described herein.

CARTS shall obtain all required licenses and permits to operate in the Capital Metro’s service area within the scope of this Contracted Service.

CARTS shall furnish all supervision, security protection, personnel, customer vehicles, fuel, materials, supplies, storage and maintenance facilities, tools, equipment, insurance, and incidentals (such as comfort stop identification) as required to perform an operationally dependable public transportation service. Fueling of vehicles shall not occur during revenue hours. Fueling, if needed may occur during shift changes or through vehicle exchanges at route terminal locations, provided that customers are not inconvenienced.

CARTS shall at all times comply and cause its assigned personnel and contractors to comply with Capital Metro’s policies and procedures, as revised, supplemented, and updated from time to time. These policies and procedures include, but are not limited to, the documents found on Capital Metro’s service provider extranet site located at [https://capmetro.sharepoint.com/sites/EXT\\_MOSP/PoliciesProcedures/Forms/AllItems.aspx?RootFolder=%2Fsites%2FEXT%5FMOSP%2FPoliciesProcedures](https://capmetro.sharepoint.com/sites/EXT_MOSP/PoliciesProcedures/Forms/AllItems.aspx?RootFolder=%2Fsites%2FEXT%5FMOSP%2FPoliciesProcedures). CARTS shall maintain documentation showing that its employees received a copy of these policies and procedures.

**2.0 DESCRIPTION OF CONTRACTED SERVICE**

The Contracted Services consists of Capital Metro Route 214-Northwest Feeder fixed route service. This route presently operates between Lago Vista Park and Ride Lot, Jonestown and Lakeline MetroRail Station.

**3.0 VEHICLE HOURS**

Vehicle hours for the Contracted Service are provided below:

Estimated Total Hours Weekdays = 31  
Estimated Total Hours Annually = 8,131.

**4.0 VEHICLE REQUIREMENTS**

Two (2) peak vehicles are required.

## **5.0 SERVICE PERIOD**

CARTS will operate the service on weekdays, approximately 5:00 a.m. — 9:30 p.m. (times may vary within this window, based on the specific route schedule).

## **6.0 SERVICE SCHEDULE**

CARTS shall provide Contracted Service in a safe, courteous, reliable manner and in accordance with trip schedules provided by Capital Metro. Capital Metro service changes occur three times per year during the months of January, June, and August. CARTS shall follow the prescribed routes and schedules as established by Capital Metro and communicate any route detours or route delays with Capital Metro.

## **7.0 VEHICLES**

Vehicles shall have adequate heating and air conditioning; two-way radios, not on citizen band frequency; provision for Capital Metro to install a Genfare fare box; adequate interior lighting; interior and exterior signage; and padded, comfortable seating for customers. All vehicles shall be accessible for mobility devices, capable of handling two (2) mobility device positions.

All vehicles shall be painted in accordance with Capital Metro's graphic program. Capital Metro shall supply logos for the vehicles. Vehicles shall bear no other logos, emblems or identification unless required by law or approved by Capital Metro. Capital Metro logos shall be promptly removed at the end of the Supplement term.

All vehicles shall be cleaned inside daily prior to being placed into service. Vehicle exteriors and windows shall be washed every day, weather permitting. Vehicle interiors shall at all times be kept free of exhaust fumes and engine odors. The interior of the vehicles shall be maintained free from roaches and other vermin at all times that the bus is utilized in Contracted Service. CARTS is strictly prohibited from using any vermin control product that would be hazardous to the health and well-being of the customers and operator of the bus. Exterminations or vermin spray shall be scheduled to assure there are no offensive odors during Contracted Service hours.

Vehicles shall have illuminated destination signs that are highly visible and in compliance with ADA regulations and programmed with proper route and safety designations as defined by Capital Metro. All destination signs shall be illuminated for night operation.

Vehicles shall be equipped with customer notice holders, and customer discharge bells.

Vehicle bodies, frames, and components shall be in sound condition, and free of all damage that compromises the safe operation of the vehicle. Vehicles shall comply with safety and mechanical standards of all state, federal and local governments. All mechanical, electrical, and hydraulic securement systems shall be maintained in proper working condition at all times.

At its discretion, Capital Metro shall inspect vehicles assigned pursuant to the Supplement at any time. All determinations by Capital Metro as to the appearance, cleanliness and condition of a vehicle shall be final; however, CARTS shall not be relieved of its duty to maintain the vehicles in a safe and sound condition. All vehicles shall be capable of comfortably seating a minimum of twelve (12) customers in fully padded forward facing seats. Vehicles shall be equipped with stanchions for standee use. CARTS shall not exceed the standee capacity designated for the vehicle.

All vehicles shall be equipped to permit inward and outward mobility device boarding. Ramps and lifts shall comply with ADA standards. Securement for mobility devices shall consist of wheel clamps, and four (4) securement belts. Additionally, a lap belt shall be required for customer preference.

The vehicles air conditioning system shall be of sufficient size and capacity to maintain a comfortable, constant temperature throughout the vehicle. The heating system shall have proportional controls and be of sufficient capacity to maintain a comfortable, constant temperature throughout the vehicle.

## **8.0 EQUIPMENT CONDITION**

CARTS shall maintain each vehicle in a clean condition throughout, both interior and exterior, at all times that the vehicle is in service for Capital Metro. All vehicles shall be swept, mopped, interiors wiped down (i.e., dashboards, stanchions, bars, etc.) prior to the bus going into service each day. Each bus shall be detailed at a minimum of once every ninety (90) days. The detailing shall include, but is not limited to:

- a) Removal of all graffiti.
- b) Cleaning of all side panels.
- c) Cleaning ceiling panels.
- d) Cleaning dome light covers.
- e) Cleaning of seats, including frames.
- f) Cleaning floors (i.e., gum removal).
- g) Exterior cleaning, repaint wheel rims, if necessary.
- h) Be free of body damage, have no missing or unpainted panels.
- i) Wheel rims shall be supplied by CARTS.
- j) Have all safety items fully operational (i.e., lights, brakes, horn, tires, etc.).

## **9.0 SPARE VEHICLES**

Spare vehicles, fully meeting all vehicle requirements listed above in section 7.0, including but not limited to mobility device accessibility and graphic requirements, shall be maintained and dispatched for replacement purposes within one (1) hour of the time any the primary vehicle becomes inoperable or shall be removed from service for repairs.

## **10.0 MONTHLY REPORTS**

CARTS shall provide ridership data and such other operating data in connection with the Contracted Service as may reasonably be requested by Capital Metro, including but not limited to total daily number of boarding, as well as number of boarding by fare category. Data shall be provided on a monthly basis along with CARTS invoice for that month. The following information shall be provided to the Capital Metro Project Manager:

- a) Boarding for the entire month.
- b) Summary of vehicle and passenger accidents for the entire month.
- c) Late and missed trips for the entire month.
- d) Miles driven for the entire month.
- e) On-time performance for each week, as well as the monthly average.
- f) Road calls for the entire month.
- g) Security incidents.

Invoices. CARTS will submit monthly invoices to CMTA – Accounts Payable for the services purchased in the preceding month. Invoices shall be sent to the below address:

Accounts Payable  
Capital Metropolitan Transportation Authority  
P.O. Box 6308  
Austin, Texas 78762-6308  
Or via e-mail to: [ap\\_invoices@capmetro.org](mailto:ap_invoices@capmetro.org)

### **11.0 GENERAL PROVISIONS FOR CONTRACTED SERVICE**

Capital Metro reserves the right to adjust Contracted Service at any time. Modifications to Contracted Service may include, but are not limited to, extending, deleting or adding route(s), or parts of route(s), and expanding or decreasing vehicle hours. Notice shall be given prior to service modifications.

In the event that actual annual vehicle hours fall below ninety percent (90%) or above one hundred and ten percent (110%) of the total projected annual vehicle hours, Capital Metro reserves the right to negotiate a revised unit cost per vehicle hour with CARTS. Such renegotiations would also occur in the event that vehicles need to be added or deleted during the term of the Supplement.

CARTS may propose method of compensation for service expansion including adding vehicles. Capital Metro reserves the right, upon notification to CARTS to transfer portions or all of the Contracted Service to another service provider based on the operational needs of Capital Metro. CARTS may also request a transfer of portions or all of the Contracted Service to another service provider by providing Capital Metro at least six (6) months' notice in advance based on the operational needs of CARTS.

### **12.0 HOLIDAY SCHEDULE**

Capital Metro reserves the right to operate modified schedules which it deems appropriate in conjunction with the holidays listed based on what is shown in the most current Capital Metro Destinations schedule book which may be accessed here: <https://www.capmetro.org/destinations/>. CARTS should be prepared to ensure that Contracted Service are provided in accordance with such holiday schedules.

### **13.0 TRAINING**

All bus operators hired by CARTS shall attend, at a minimum, the following training:

- a. Six (6) hours of defensive driving training and two (2) hours of overview of Capital Metro service. CARTS shall be responsible for providing a certified defensive driving course for all bus operators, prior to driving.
- b. CARTS shall be required every year to ensure all operating personnel associated with this Supplement receive a minimum of two (2) hours of refresher training.
- c. The cost of bus operator's wages during training shall be borne by CARTS.
- d. CARTS shall be required to ensure all bus operators are aware of proper customer communication practices required for polite customer assistance and participate in customer service training for at least two (2) hours annually.
- e. CARTS shall ensure all bus operators complete training prior to their operation of an in-service vehicle. CARTS shall also be responsible for providing additional training for any bus operator who demonstrates a lack of appropriate training.

Training subsequent to training for new hires, such as refresher training and retraining, shall be conducted by CARTS. CARTS shall be required to have a bus operator development program in place to address all bus operator related training needs. Capital Metro shall inform CARTS in writing of any changes in operating procedures; CARTS shall be responsible for any training at their cost for existing bus operators which is needed as a result of changed procedures.

All training programs shall be subject to Capital Metro approval.

### **14.0 UNIFORM AND APPEARANCE STANDARDS**

CARTS shall comply with Capital Metro's uniform and appearance requirements. The uniform and appearance standards are available here: [https://capmetro.sharepoint.com/sites/EXT\\_MOSP/PoliciesProcedures/Policies/Policy%20-](https://capmetro.sharepoint.com/sites/EXT_MOSP/PoliciesProcedures/Policies/Policy%20-)

[%20All%20Operating%20Procedure%20-%20CMTA%20Uniform%20and%20Appearance%20Standards.pdf](#).

Any deviations from the uniform and appearance standards must be approved by Capital Metro in its sole discretion.

### **15.0 REMOVAL**

Capital Metro may require CARTS to immediately remove, pending investigation, any bus operator from Capital Metro service for any one of, but not necessarily limited to, the following:

- a. Committing unsafe or inappropriate acts while providing service.
- b. Failure to follow Capital Metro policies and procedures.
- c. Using a cell phone while operating Capital Metro vehicle, including texting and use of Bluetooth devices.
- d. Revocation, suspension or non-renewal of a valid driver's license.
- e. A criminal conviction as set forth in the Master Agreement section entitled "Personnel Assignments".
- f. Violating the uniform and appearance standards without approval.
- g. Using any tobacco product on Capital Metro vehicle or property, in accordance with the Tobacco Free policies of Capital Metro.
- h. Failing to follow safety rules and regulations.
- i. Failing to follow security policies, guidelines, and procedures.
- j. Notification of an active warrant from any law enforcement or judicial agency; and/or
- k. Any conduct which puts Capital Metro or its reputation at risk.

### **16.0 PERSONNEL**

CARTS shall furnish all operators, mechanics, dispatchers, supervisors, administrative personnel and other personnel services necessary for providing the transportation service in accordance with the Supplement. CARTS Assistant General Manager of Safety and Security shall be CARTS Project Manager for this Supplement. Capital Metro's Program Manager, Bus Contracts shall be Capital Metro's Project Manager for this Supplement.

### **17.0 SUPERVISION**

CARTS shall utilize a CARTS transportation supervisor to monitor the Contracted Service. This supervision shall include conducting ride checks (on-board) to ensure bus operator adherence to procedures (i.e., on-time performance, customer relations, etc.). Such supervision shall also include prompt responses to all investigation of accidents. Capital Metro reserves the right to provide similar investigations and adherence checks of its own without notice to ensure compliance with terms of the Supplement.

### **18.0 DISPATCHING & RADIO COMMUNICATION**

CARTS shall be required to maintain dispatch and radio monitoring personnel to work during the hours of Contracted Service. CARTS shall be able to effectively dispatch assignments and provide prompt responses to bus operator and/or vehicle problems which could impact CARTS service. CARTS will work with Capital Metro to allow for Capital Metro's ability to monitor radio communications between CARTS dispatch office and CARTS bus operators regarding Contracted Service. CARTS would also have the option of having a supervisor on call to respond to questions or problems.

This communication shall be via two-way radios. Base station, tower and fixed vehicle radios to be provided by CARTS.

### **19.0 FARE COLLECTION**

CARTS shall collect fares and charges established by Capital Metro. Without Capital Metro's approval, no free transportation service shall be provided to persons other than the following:

- a. Capital Metro employees, contractors or dependents with valid identification.
- b. Seniors or persons with disabilities with the proper Capital Metro issued identification card.
- c. K – 12 students, with valid ID.
- d. Ten (10) and younger must be accompanied by someone twelve (12) or older.
- e. UT students, faculty or employees presenting a valid UT identification card.
- f. Complimentary tickets or ticket passes.

Capital Metro shall notify CARTS of changes in the fare structure.

All fare collection equipment shall be owned by and supplied by Capital Metro and maintained by Capital Metro or its contractors. Capital Metro shall reimburse CARTS for time to have fare box maintained and cash collected at a location as defined by Capital Metro based on the hourly rate defined in the SFP. CARTS is required to ensure that data and cash (if applicable) from any fare collection equipment is retrieved regularly, at a minimum of once per month by Capital Metro designated personnel or contractors.

#### **20.0 CUSTOMER COMPLAINTS**

CARTS shall direct customers to file complaints with Capital Metro via telephone, in person or written correspondence. Once Capital Metro has forwarded the complaint for investigation to CARTS, CARTS shall contact each customer by telephone or by written correspondence to review the complaint. CARTS shall investigate and provide responses to complaints within four (4) days of receipt. CARTS shall be provided access to a Capital Metro designated customer comment program (currently called Service One) to access all complaint information. At the end of the Supplement term access to this program shall be terminated.

#### **21.0 NATIONAL TRANSIT DATABASE REPORTING**

CARTS shall collect data, keep records and provide reports sufficient to enable Capital Metro to meet its National Transit Database (“NTD”) reporting requirements. CARTS is responsible for obtaining all pertinent NTD regulations and procedures to ensure that all required information is collected and reported in a timely fashion. CARTS shall obtain an independent audit of said annual NTD reports at CARTS expense and submit to Capital Metro by November 30.

#### **22.0 PERFORMANCE SPECIFICATIONS**

CARTS shall at all times strive to meet the performance standards listed below in order to provide the highest level of service possible. Capital Metro reserves the right to monitor CARTS in its performance of the Contracted Service to be provided under the Supplement.

The following are the performance specifications:

- a) No more than eight (8) complaints per 10,000 customers.
- b) No more than three (3) vehicle accidents per 100,000 vehicle miles.
- c) No more than three (3) passenger accidents per 100,000 miles.
- d) Ninety percent (90%) of trips operating on time. (An on-time trip is one which departs 0 minutes early and no more than five (5) minutes late).

#### **23.0 ON-TIME PERFORMANCE**

CARTS operators must complete daily logs with scheduled times and actual times entered at all time points to record and measure on-time performance (“OTP”). An on-time trip is one which departs 0 minutes early and no more than five (5) minutes late. Sampling could be required if CCRS trended an increase because OTP issues. Capital Metro personnel may also conduct checks.

#### **24.0 MARKETING AND PUBLIC RELATIONS**

Capital Metro shall furnish all schedules, maps, tickets, transfers, passes and other printed materials required for marketing the Contracted Service. CARTS shall distribute Capital Metro customer notices, cooperate and participate in marketing, promotion, advertising, public relations, and public education programs and projects undertaken by Capital Metro from time to time. Capital Metro shall be the exclusive public media spokesman in connection with the Contracted Service.

#### **25.0 PERSONNEL QUALIFICATIONS/STANDARDS**

CARTS shall ensure personnel meet the following standards to perform Capital Metro Contracted Service as defined below:

- a. Be employees (full or part-time) of CARTS.
- b. Have a Class B driver's license with passenger endorsement and air brakes, if operating a bus.
- c. Have the ability to read, write, and speak English.
- d. Be sensitive to customers' needs.
- e. Have the ability to handle complaints and problems as required.
- f. Pass a Department of Transportation ("DOT") physical and comprehensive drug screen.

#### **26.0 DRUG AND ALCOHOL TESTING PROGRAM**

CARTS agrees to establish and implement a drug and alcohol testing program that complies with 49 CFR Part 655, produce any documentation necessary to establish its compliance with 49 CFR Part 655, 49 CFR Part 40, and 49 CFR Part 29 and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of the State of Texas or Capital Metro, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Part 655, 49 CFR Part 40, and 49 CFR Part 29 and review the testing process.

CARTS drug and alcohol policy for Contracted Service shall include zero tolerance for positive results and other violations of the policy. Employees of CARTS with a confirmed positive drug or alcohol test may not be used to perform work under the Supplement.

CARTS agrees further to certify annually its compliance with Part 655 before March 1st and to submit the Management Information System ("MIS") reports annually on or before February 28th to Capital Metro.

CARTS agrees to submit a copy of its Policy Statement developed to implement its Drug and Alcohol Testing Program and consult with Capital Metro on the selection of a certified laboratory, substance abuse professional, or Medical Review Officer, or the use of a consortium.

CARTS will adhere to the FTA training frequency requirements as outlined under 49 CFR.

#### **27.0 SAFETY AND SECURITY**

CARTS shall develop, implement, and maintain a program to respond to emergencies and routine problems that may occur. Capital Metro acknowledges that CARTS is participating in the State of Texas Grouped Safety Management Systems Plan ("SMS") and CARTS shall ensure that the principles of SMS are

included in the Contracted Service operation. CARTS shall provide Capital Metro with a copy of such plan.

CARTS shall participate in periodic emergency readiness training and drills, at the direction of Capital Metro.

CARTS shall be responsible for coordinating and providing security protection for customers, employees and assets regarding the Contracted Service. Coordinating means utilizing local law enforcement or other implementing any security measures necessary to respond to incidents that may occur regarding the Contracted Service.

DRAFT



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2024-1278

**Agenda Date:** 9/23/2024

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President & CEO Monthly Update - September 2024

CapMetro

# President's Report

September 2024

# CapMetro in the Community



# CapMetro Cares

## Thinkery Del Valle Bus Wrap Unveiling & Ribbon Cutting

**CapMetro**

# Economy Furniture Strike - CARTS Diez y Seis de Septiembre Celebración





# Texas State Workforce Commission Disability and Veteran Hiring and Huston-Tillotson University

CapMetro



# Awards and Recognitions

# Austin Business Journal, American Planning Association & USDOT Grant



CapMetro  
Awarded \$1  
Million USDOT  
Grant

- Innovative Finance and Asset Concession Grant Program
- Only agency in the state to receive this grant

CapMetro

# What's Being Said?

# CapMetro in the News



CapMetro Swears in First Ever Police Chief



CapMetro Swears in Agency's First Police Chief



Women in Business to Know



Transit Forward to Provide Update on Project Connect



CapMetro Proposes Two New Rapid Lines in 2025



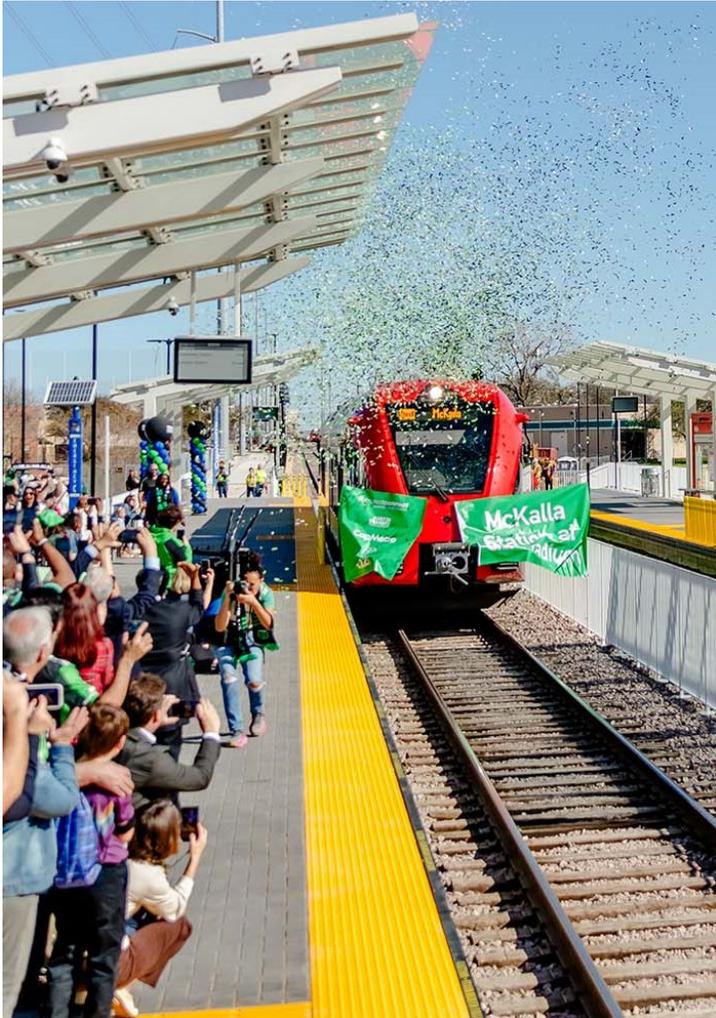
Case Study Offers Early Praise for the Structure and Organization of Project Connect



CapMetro Announces Launch of New Transit Police Department



CapMetro Expands On Demand Pick Up Service in Leander



"Having an agency like ATP that can focus on the build-out [...]and the detailed tasks related to the construction of the system, while [...] Cap Metro can continue to focus on excellence in operations [...]is the best practice that we are highlighting."

- Mary Ellen Wiederwohl, President & CEO  
Accelerator for America Action

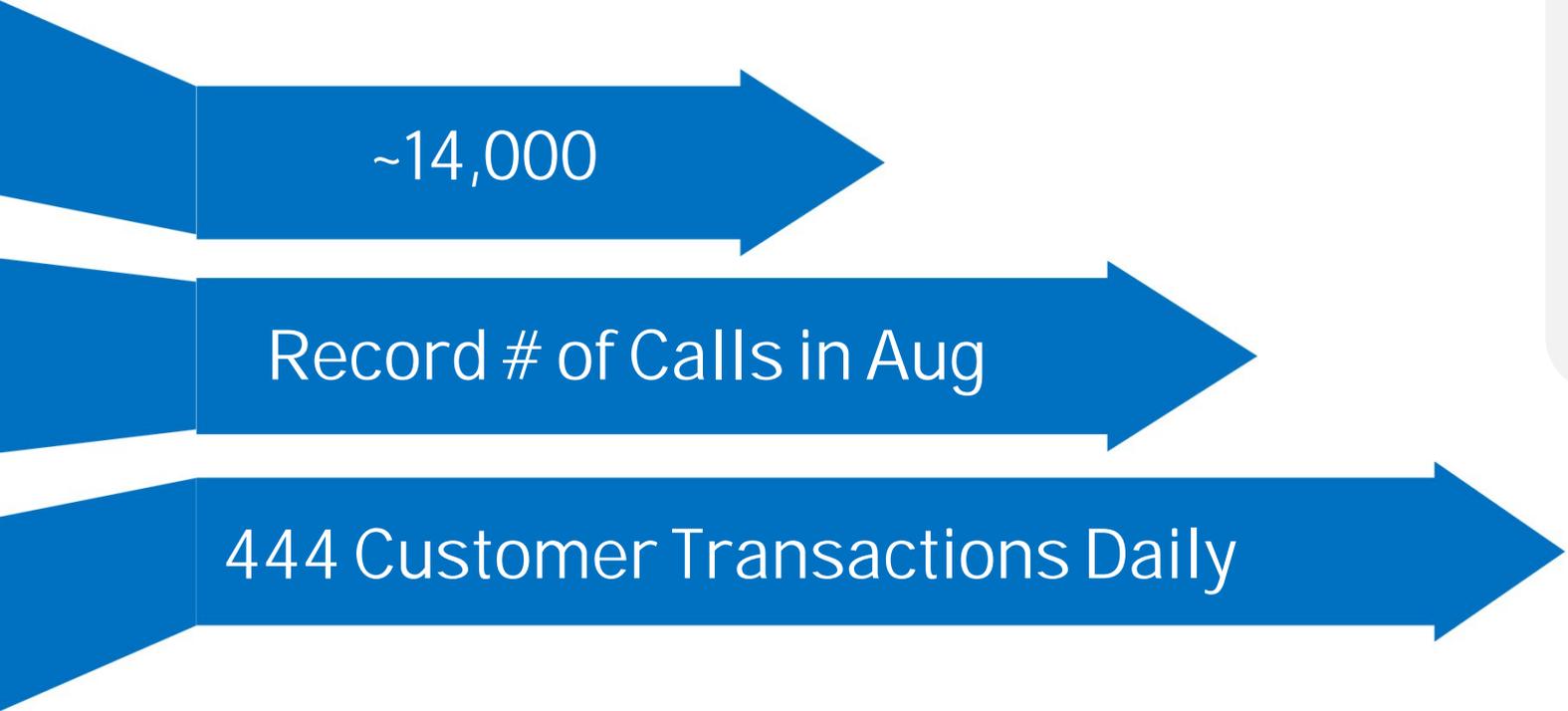
Dottie Watkins, thank you for your leadership and commitment to community impact through connecting people with opportunities. I'm so proud of our partnership and the impact it will have providing access to Thinkery's joyful learning experiences!

- Andy Bell, CEO Thinkery as quoted on  
LinkedIn

"I just want to make sure that we have everyone's thoughts — everyone's input — in getting and building an effective organization and an effective team."

- Eric Robbins – Chief of Police, CapMetro  
Transit Police Department

# CapMetro Customer Care



~14,000

Record # of Calls in Aug

444 Customer Transactions Daily

What We're  
Hearing from our  
Riders

- CapMetro Bike Share
- August Service Changes

**CapMetro**

# Where Dottie Has Been



RECA Leadership Development Council



Project Connect Annual Update

# What's Coming Up

## Transit Plan 2035

- First round of community input being gathered through mid-October.
- Community Night Open House, Thursday, Oct. 10, 2024, from 4 – 8 p.m. at Millennium Youth Entertainment Complex



## Annual Rodeo

- October 27 at Toney Burger Activity Center
- This year we are combining Rodeo with Family Fun Day
- CapMetro Team Member and Hall of Fame Awards



## Week without Driving

- Sept 30th – Oct 6<sup>th</sup>
- Dottie's twitter.com account will be devoted to sharing stories from participants for the whole week
- In Partnership with CNU-CTX



CapMetro

Thank You

August 2024



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2024-1282

**Agenda Date:** 9/23/2024

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Memo: Introducing Transit Plan 2035 (September 16, 2024)

To: CapMetro Board of Directors  
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer  
Date: September 16<sup>th</sup>, 2024  
Re: Introducing Transit Plan 2035

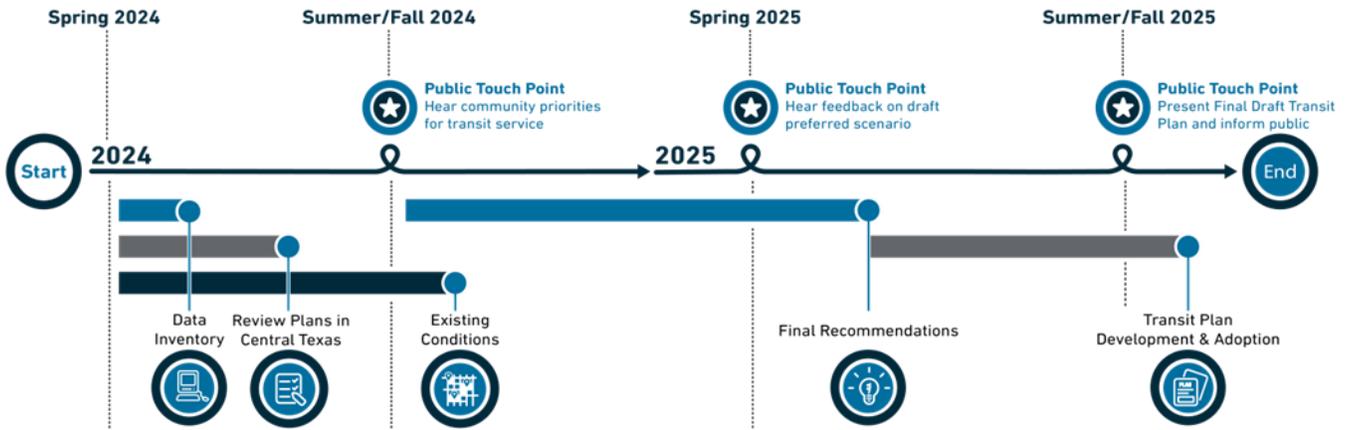
CapMetro kicked off [Transit Plan 2035](#) in April 2024. Transit Plan 2035 will build on our previous efforts, including Connections 2025, and align with other local and regional initiatives to develop a plan for a transit system that meets the needs of the growing Central Texas community. This effort will be a review of technical information as well as a collection of input from the community and major stakeholders to inform updates to the CapMetro transit system.

This is a fiscally constrained plan as well as a vision for future growth. The plan will complement the Project Connect program of projects and culminate in a set of phased recommendations to guide our systemwide transit investment. This will include proposing viable near-term solutions within the first five years; recommendations considering Project Connect Light Rail Transit implementation within 10 years; and recommendations to achieve CapMetro's long-term vision beyond. Following the Plan's adoption in late 2025, a series of Service Change proposals will follow; and during each service change process, CapMetro will complete public engagement and board approval of each change prior to implementation.

The plan will focus on:

- Developing ideas that best serve the needs of both CapMetro's existing customers and prospective customers.
- Seamlessly integrating and coordinating CapMetro's new and ongoing services, including CapMetro Rail, CapMetro Bus, CapMetro Access, and Pickup services.
- Understanding how people travel within the region today and anticipating future travel trends.
- Analyzing CapMetro's current service performance and recognizing gaps and areas with underserved, disadvantaged, or overburdened communities through technical analysis and neighborhood-focused engagement.
- Much of this work will be informed by robust community engagement across the entire CapMetro service area, which is part of the project, and detailed in Appendix A: Engagement Details.

The timeline provides an overview of the engagement efforts and key milestones.



Should Board Members have any questions regarding the Transit Plan 2035, they should contact [Ed.Easton@capmetro.org](mailto:Ed.Easton@capmetro.org).

## Appendix A: Engagement Details

Public involvement is essential to transit agency decision-making given the direct impact of transit systems on communities, particularly for underserved, historically underrepresented, and low-income populations. It ensures that transit decisions align with community needs, illuminates valuable insights from the community, identifies potential issues of equity and accessibility, mitigates negative impacts, and builds trust and collaboration with the community. The Transit Plan 2035 includes a Community and Internal Involvement Plan (CIIP) designed to ensure agency transparency and foster community-led decision-making. The plan will ensure comprehensive engagement and communication throughout the planning and implementation phases.

In preparation for the first round of engagement the [Community Connectors Program](#) hired 15 community members to help reach their networks. These paid positions were part of an open process, allowing individuals to nominate themselves for consideration. Community engagement activities and events are being scheduled between September 15, 2024 and October 18<sup>th</sup>, 2024 and will include a community feedback survey, community member focus groups, a public meeting community night at the Millennium Youth Complex, and pop-up community events including Fiesta del Grito Mexican Independence Day Celebration, Leander Artfest, National Night Out, Manor Farmers Market, ACC Riverbat Bash, Equidad ATX Meal Distribution, among others. The project webpage is available at [capmetro.org/transitplan2035](http://capmetro.org/transitplan2035).

### Public & Internal Engagement Plan

- Developed Community and Internal Involvement Plan
- Completed a Community Assessment
- Stakeholder Identification and Management

### Completed Engagement

- Senior Executive Team Interviews
- CapMetro Board of Director 1x1 Interviews
- Frontline and Admin Staff Focus Groups
- Frontline and Admin Staff Town Halls
- Community Connectors recruitment, interviews, and trainings

### Ongoing & Upcoming Engagement

- Round 1 Community Engagement: September 16 - October 18
- Public Meeting at the Millennium Youth Entertainment Complex: October 10