



Agenda - Final
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, April 20, 2026

12:00 PM

Rosa Parks Boardroom

This meeting will be livestreamed at capmetrotx.legistar.com

I. Call to Order

II. Safety Briefing:

III. Public Comment:

IV. Advisory Committee Updates:

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

V. Board Committee Updates:

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

VI. Action Items:

1. Approval of minutes from the March 11, 2026 public hearing and the March 23, 2026 board meeting.
2. Approval of a resolution authorizing the President & CEO, or her designee, to implement the August 2026 Service Changes, and accepting the results of the Title VI Analysis.

Memo: Updates on the Proposed August 2026 Service Changes (April 13, 2026)

Memo: Proposed August 2026 Service Changes (March 18, 2026)

3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Shelton-Keller Group, Inc. to provide and install furniture for the 3100 East 5th Street Administration Building in an amount not to exceed \$2,538,792, which includes 20% contingency.
4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with the Texas Department of Information Resources, to renew Salesforce Service Cloud Licensing, for a term of one (1) year, in a total amount not to exceed \$500,305.
5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an ILA amendment with the City of Austin to reimburse CapMetro an additional \$5,000,000 for circulator services as part of the Climate Pollution Reduction Grant (CPRG), for new total reimbursable amount for the ILA to \$15,000,000 for five years.

VII. Discussion Items:

1. Public Safety and Security Initiatives Update

VIII. Report:

1. President and CEO Monthly Update - April 2026

IX. Items for Future Discussion:**X. Adjournment****ADA Compliance**

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

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

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



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-189

Agenda Date: 3/28/2022

Customer Satisfaction Advisory Committee (CSAC)

Capital Metropolitan Transportation Authority
Customer Satisfaction Advisory Committee (CSAC)
Wednesday, April 8, 2026
6:00 PM
Virtual Presentation

CapMetro Employees: Peter Breton, Licelda Briones, Sylvia Butanda, Jordan McGee, Brandi White, Marcella Wood.

Committee Members: Arlo Brandt, Dominic DeNiro, David Foster, Betsy Greenberg, Nelson Lin, Benjamin Lombardo, Fangda Lu, B.J. Taylor.

Guests: Ruven Brooks, Alex Fairbanks, Emil J Ottis.

Meeting called to order at 6:02 PM

Welcome / Introductions / Call to Order
Chair Foster

Approval of the March 2026 minutes - David Foster / 2nd by Arlo Brandt – approved unanimously.

Public Communications

Peter Breton, Ruven Brooks, Dominic DeNiro, David Foster, Betsy Greenberg, Jordan McGee, Brandi White and Marcella Wood provided public communications.

Proposed August 2026 Service Change

Jordan McGee, Senior Transportation Planner

Participated in Discussion / Q&A:

Peter Breton, Ruven Brooks, Dominic DeNiro, David Foster, and Betsy Greenberg.

Addition of July 2026 Meeting and Adjustment of November 2026 Meeting Date

Committee Discussion

Participated in Discussion / Q&A:

Arlo Brandt, Peter Breton, David Foster, Betsy Greenberg, and B.J. Taylor.

Motion to adjust the November meeting date from November 1, 2026, to November 18, 2026 – Arlo Brandt / 2nd by David Foster – passes unanimously.

Motion to add an official meeting date of July 8, 2026 – Dominc DeNiro / 2nd by Fangda Lu – passes unanimously.

Meeting adjourned at 7:11 PM



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-190

Agenda Date: 3/28/2022

Access Advisory Committee

Capital Metropolitan Transportation Authority

Access Advisory Committee

Wednesday, April 1, 2026

5:30 PM

Virtual Presentation

CapMetro Employees: Peter Breton, Licelda Briones, Louise Friedlander, Art Jackson, Martin Kareithi, Julie Lampkin, Jordan McGee, Sara Sanford, Randy Slaughter, Kris Turner.

Committee Members: Andrew Bernet, Glenda Born, Mike Gorse, Paul Hunt, Ricardo Leon.

Supporting Staff: David Chapa Jr., Nick Milum, Roberto Velasquez, Chris Westbrook.

Guests:

Meeting called to order at 5:39 PM

Welcome / Introductions / Call to Order

Chair Hunt

Approval of the March 2026 minutes - Glenda Born / 2nd by Andrew Bernet – passes unanimously.

Public Communications

Glenda Born, Peter Breton, Paul Hunt, Art Jackson, and Kris Turner provided public communications.

Staff Updates

Systemwide Accessibility

Community Engagement

Participated in Discussion / Q&A:

Glenda Born, and Paul Hunt.

Proposed August 2026 Service Change

Jordan McGee, Senior Transportation Planner

Participated in Discussion / Q&A:

Peter Breton and Glenda Born.

Meeting adjourned at 6:34 PM



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2022-329

Agenda Date: 1/24/2022

Public Safety Advisory Committee (PSAC)



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2026-1803

Agenda Date: 4/20/2026

Approval of minutes from the March 11, 2026 public hearing and the March 23, 2026 board meeting.



Minutes
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Wednesday, March 11, 2026

12:00 PM

Rosa Parks Boardroom

Public Hearing on the Proposed June 2026 Service Changes

I. Call to Order

12:33 p.m. Hearing Called to Order

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

II. Presentation:

1. Proposed June 2026 Service Changes Presentation

III. Public Comment:

Ms. Zenobia Joseph provided public comments.

IV. Adjournment

12:17 p.m. Hearing Adjourned

ADA Compliance

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

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

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



Minutes

Capital Metropolitan Transportation Authority

Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, March 23, 2026

12:00 PM

Rosa Parks Boardroom

I. Call to Order

12:06 p.m. Meeting Called to Order

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

II. Safety Briefing:

III. Public Comment:

Gavino Fernandez and Deb Miller provided public comments. Additionally, Sherri Taylor and Carlos Chavez provided public comments prior to the Consent Agenda action item, and Zenobia Joseph provided public comments prior to the vote on Action Item #1.

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 Vice Chair Ellis, seconded by Board Member Harriss, to approve the Consent Agenda. The motion carried by the following vote:

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

1. Approval of minutes from the February 11, 2026 public hearing and special board meeting, and the February 23, 2026 board meeting.
2. Approval of a resolution affirming the Charter Statement for the Finance, Audit and Administration Committee.
3. Approval of a resolution affirming the Charter Statement for the Operations, Planning and Safety Committee.
4. Approval of a resolution affirming CapMetro's Internal Audit Charter.
5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract modification with World Wide Technology for Identity and Access Management (IAM) Non-Employee Risk Management (NERM) and implementation services, to include additional funding of \$770,185 for the current option period and the three remaining option periods, with a new total contract amount not to exceed \$3,011,041.
6. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Verizon Wireless for telecommunication services, with a base term of four (4) years, in a total amount not to exceed \$3,393,738, of which \$500,000 is contingency.
7. Approval of a resolution authorizing the President & CEO, or her designee, to modify the current janitorial services contract to add a not to exceed amount of \$628,000 to the contract and continue with the current vendor, Simply Klean, for four (4) months from April 1st through July 31st, 2026, for a new total not to exceed amount of \$6,658,001.
8. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a comprehensive painting services contract with Southstone Development Group covering CapMetro facilities, transit centers, park-and-ride locations, maintenance facilities, administrative buildings, parking areas, and public-facing bus stops for two (2) base years and three (3) option periods of one year each in an aggregate amount not to exceed \$1,335,125.

VII. Action Items:

1. Approval of a resolution authorizing the President & CEO, or her designee, to implement the June 2026 Service Changes, and accepting the results of the Title VI Analysis.

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

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

Memo: Updates on the Proposed June 2026 Service Changes (March 16, 2026)

2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Ortiz Construction Group, Inc, for roof replacement at the Administration, Fleet Maintenance, and Fuel & Wash Buildings located at 2910 E. 5th Street, Austin, Texas, in an amount not to exceed \$521,930.

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

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

VIII. Discussion Items:

1. Update on implementation of CapMetro Expo and Pleasant Valley Rapid Routes.
2. Update on CapMetro Public Safety and Security Initiatives

IX. Report:

1. President and CEO Monthly Update - March 2026

X. Executive Session under Chapter 551 of the Texas Government Code:

Executive Session under Texas Government Code, Section 551.071 for consultation with an attorney regarding legal issues related to a contract with Keolis Transit Services, LLC for contracted bus operations and maintenance services, which includes employment of labor

Into Executive Session with a quorum present: 1:45 p.m.

Out of Executive Session: 2:40 p.m.

XI. Items for Future Discussion:

XII. Adjournment

2:40 p.m. Meeting Adjourned

ADA Compliance

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

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

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

Board of Directors

Item #: AI-2026-1804

Agenda Date: 4/20/2026

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to implement the August 2026 Service Changes, and accepting the results of the Title VI Analysis.

FISCAL IMPACT:

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

STRATEGIC PLAN:

Strategic Goal Alignment:

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

EXPLANATION OF STRATEGIC ALIGNMENT: The service change process is guided by and in accordance with CapMetro’s Board-approved [Service Standards and Guidelines <https://www.capmetro.org/docs/default-source/plans-and-development-docs/service-standards-and-guidelines-2023-adopted.pdf?sfvrsn=65dd00d1_1>](https://www.capmetro.org/docs/default-source/plans-and-development-docs/service-standards-and-guidelines-2023-adopted.pdf?sfvrsn=65dd00d1_1). These changes support action items within ‘CapMetros Strategic Plan 2030 <https://www.capmetro.org/docs/default-source/about-capital-metro-docs/strategic-plan-2030.pdf?sfvrsn=fb5be415_11>, such as Action 1.4. Optimize and enhance service by completing and implementing Transit Plan 2035.

BUSINESS CASE: Service changes provide CapMetro with the opportunity to adjust services to meet the needs of customers and efficiently use our resources. Service changes occur up to three times a year typically in January, June, and August to coincide with local school and university calendars. In the interim months, between service change implementations, CapMetro continuously seeks and invites year-round feedback from the community.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on April 20, 2026.

EXECUTIVE SUMMARY: The proposed August 2026 Service Changes focus on strengthening connectivity and better matching service levels to current demand. The recommendations were developed in collaboration with frontline staff, community members, and school and regional partners as part of the Board-approved [Transit Plan 2035 <https://www.capmetro.org/transit-plan-2035>](https://www.capmetro.org/transit-plan-2035) and are in partnership with the City of Austin, in its delivery of the [Climate Pollution Reduction Grant <https://www.austintexas.gov/page/climate-pollution-reduction-grant>](https://www.austintexas.gov/page/climate-pollution-reduction-grant) (CPRG).

The following is a summary of the proposed service changes for August 2026. Future service changes will

include additional components from our Board-approved [Transit Plan 2035](https://www.capmetro.org/transit-plan-2035) <<https://www.capmetro.org/transit-plan-2035>>.

- **Realignment of Route 2 Rosewood/Cesar Chavez (Frequent)** - The proposed realignment would close a long-standing gap in service on Springdale Road. By extending farther along Springdale Road, Route 2 Rosewood/Cesar Chavez would offer a more direct and easier-to-use connection linking Eastside Bus Plaza, Downtown, and several East Austin neighborhoods. This proposed change was developed in multiple iterations, initially in collaboration with frontline staff, operators, and community members as part of Transit Plan 2035, and subsequently in partnership with the City of Austin as part of the delivery of the [Climate Pollution Reduction Grant](https://www.austintexas.gov/page/climate-pollution-reduction-grant) <<https://www.austintexas.gov/page/climate-pollution-reduction-grant>> (CPRG).
- **Realignment of Route 217 Montopolis Feeder (Local)** - During Transit Plan 2035, community members and school partners requested that Route 217 Montopolis Feeder operate on Vargas Road to better serve neighborhood schools and housing. As such, the proposed realignment would shift service from Montopolis Drive to Vargas Road, directly connecting residents to Allison Elementary School, IDEA Montopolis Academy, the Austin Public Library, among others. Route 217 Montopolis Feeder would still maintain service to the Esperanza Crossing Community and key regional connections to the Eastside Bus Plaza and Riverside Drive. Although the route would no longer serve ACC Riverside, the campus will continue to be directly served by Routes 310, 311, and 350.
- **Frequency Adjustment on Routes 661 Far West and 670 North Riverside (UT Shuttles)** - In coordination with our university partners, CapMetro proposes reducing frequencies on these two UT Shuttle routes from every 8-10-minutes to every 15-20-minutes on weekdays. This adjustment better aligns service levels with long-standing declines in ridership, residential enrollment, and student housing in the Far West and Riverside areas. This change allows for potential savings and resources to improve reliability and service delivery and preserves multiple underlying alternatives for students in these corridors.
- **Minor Bus and Rail Schedule Adjustments** - To improve on-time performance, reliability and better serve customers, select routes may receive minor adjustments to their schedules and/or bus stop locations. Specific schedule adjustments are determined further in the service changes process to more accurately respond to evolving traffic conditions and construction in the region. This timing makes sure the schedule best serves customers and more closely reflects available resources. Once available, additional details on the proposed minor schedule adjustments will be available on our webpage and in the subsequent memo.

Under CapMetro's policy, which aligns with FTA circular 4702.1B, the recommendation for a frequency adjustment on Routes 661 Far West and 670 North Riverside constitute a major service change, as the changes to the routes affect more than 25% of the annual revenue hours or miles. Accordingly, service equity analyses for the proposed changes were completed and showed a Disparate Impact and Disproportionate Burden for the UT Shuttle frequency changes. While the adjustments on UT Shuttles Route 661 Far West and 670 North Riverside result in a frequency reduction for customers, these routes will still maintain quality and frequent service (every 15-20-minutes on weekdays) and preserve underlying alternative routes. These changes are being proposed in coordination with our university partners due to the reduction in ridership and the declining student population around East Riverside and Far West.

The proposed August 2026 Service Changes process includes a community engagement plan that involves notifying key stakeholders and communities at-large and soliciting input from potentially impacted interests. Once the proposed changes are finalized after board review, we will promote final decisions on service through communications and marketing materials. If approved, these changes would start on Sunday, August 16, 2026. The proposed changes outlined are in accordance with CapMetro's FY2026 budget.

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-2026-1804

WHEREAS, the Capital Metropolitan Transportation Authority (“CapMetro”) Board of Directors and CapMetro management desire to implement recommendations within the Board-approved Transit Plan 2035; and

WHEREAS, the proposed service change was developed in collaboration with frontline staff, community members, and school and regional partners as part of the Board-approved Transit Plan 2035 and are in partnership with the City of Austin, in its delivery of the Climate Pollution Reduction Grant (CPRG); and

WHEREAS, the realignments of Route 2 Rosewood/Cesar Chavez and Route 217 Montopolis Feeder would provide East Austin neighborhoods with new transit options, improve transfers, and further strengthen the Eastside Bus Plaza as a key regional hub; and

WHEREAS, the proposed weekday frequency reductions on UT Shuttle Routes 661 Far West and 670 North Riverside would better align service with long-standing declines in demand and shifting student housing patterns, while allowing for improved reliability and service delivery; and

WHEREAS, CapMetro is committed to ensuring that its transit services, including fares and service planning, do not discriminate based on race, color, or national origin; and

WHEREAS, under CapMetro's Title VI policy, which aligns with Federal Transit Administration Circular 4702.1B, the recommendation for a frequency adjustment on Routes 661 Far West and 670 North Riverside constitute a Major Service Change, as defined in the policy; and thus requires a Title VI equity analyses; and

WHEREAS, Title VI equity analyses for the proposed changes were completed and showed a Disparate Impact and Disproportionate Burden for the UT Shuttle frequency changes; however, these routes will still operate frequent 15-20-minute service, maintaining quality and frequent service; and as this change will benefit the network as a whole, CapMetro has a substantial legitimate business case to implement this change; and

WHEREAS, extensive public engagement was conducted and a public hearing was held on Wednesday, April 8, 2026.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that Title VI service equity analyses are approved and the President & CEO, or her designee, is authorized to implement August 2026 Service Changes described in the attached document beginning Sunday, August 16, 2026.

Secretary of the Board
Becki Ross

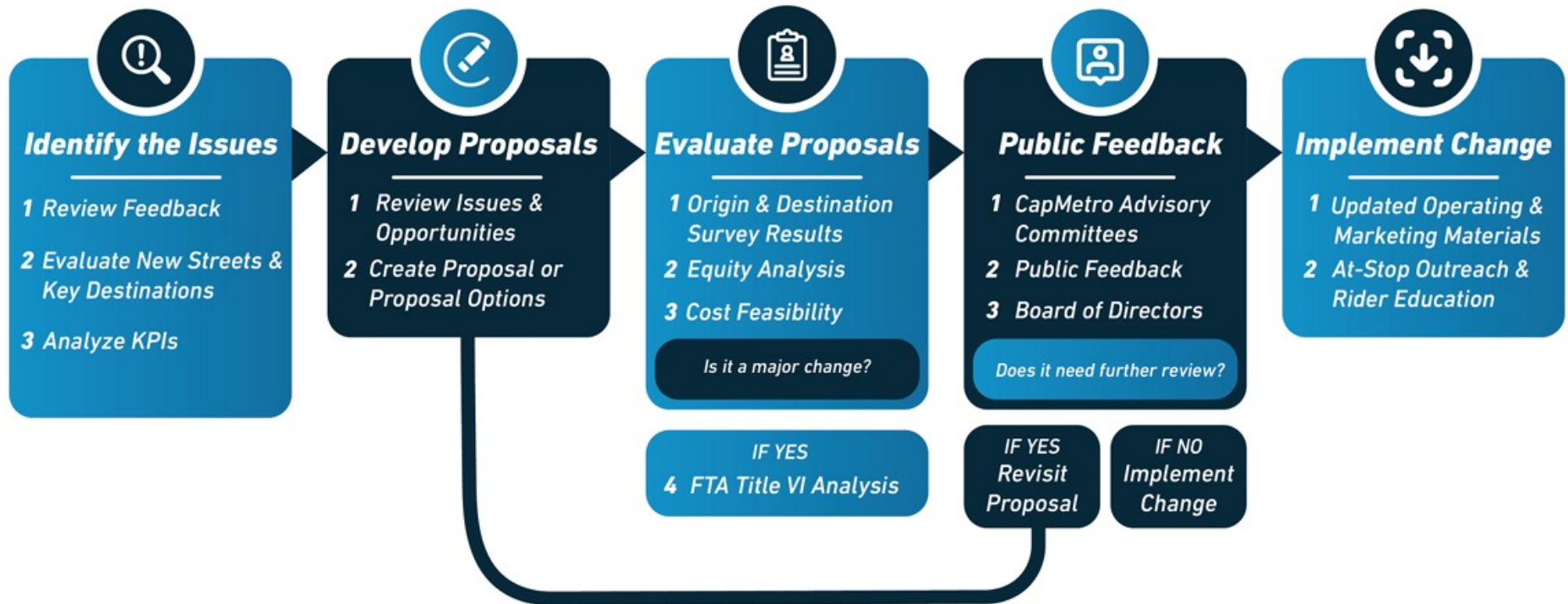
Date: _____

CapMetro

Proposed August 2026 Service Changes

April 2026 Board Meeting

Service Evaluation Process



August Service Changes

Improve connections and better match service with how people are riding today



Extension of Route 2 Rosewood/Cesar Chavez along Springdale Road, filling a gap in service



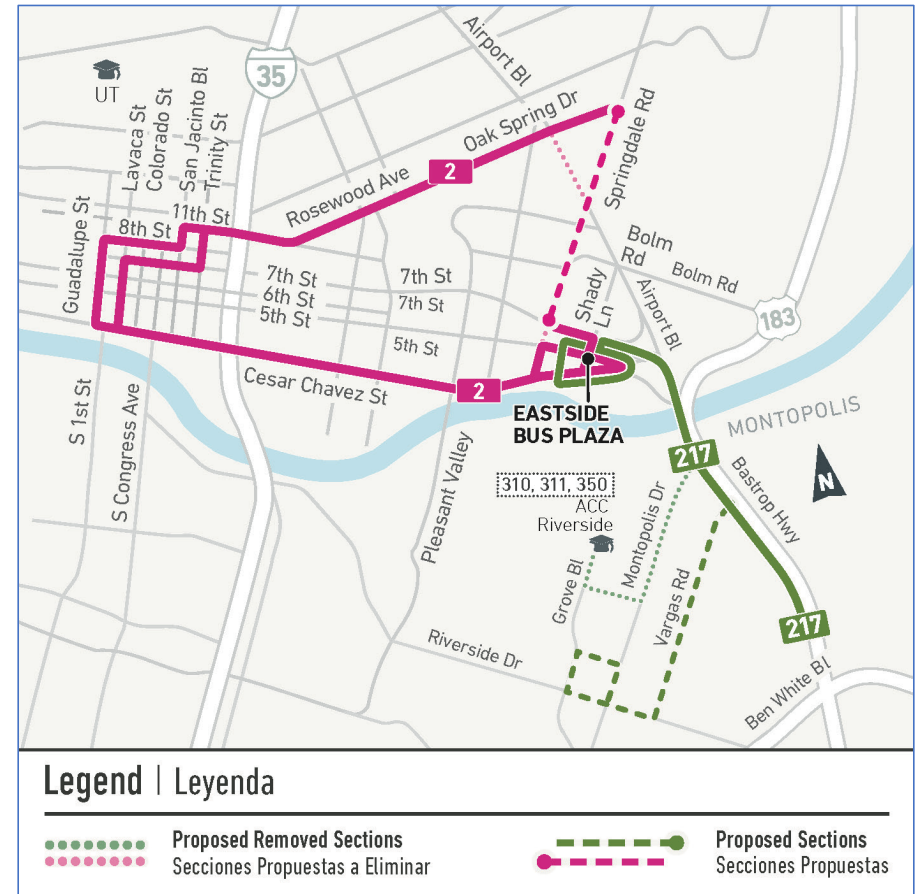
Route 217 Montopolis Feeder would travel along Vargas Road instead of Montopolis Drive



Change the weekday frequency of UT Shuttles 661 Far West and 670 North Riverside to every 15-20-minutes



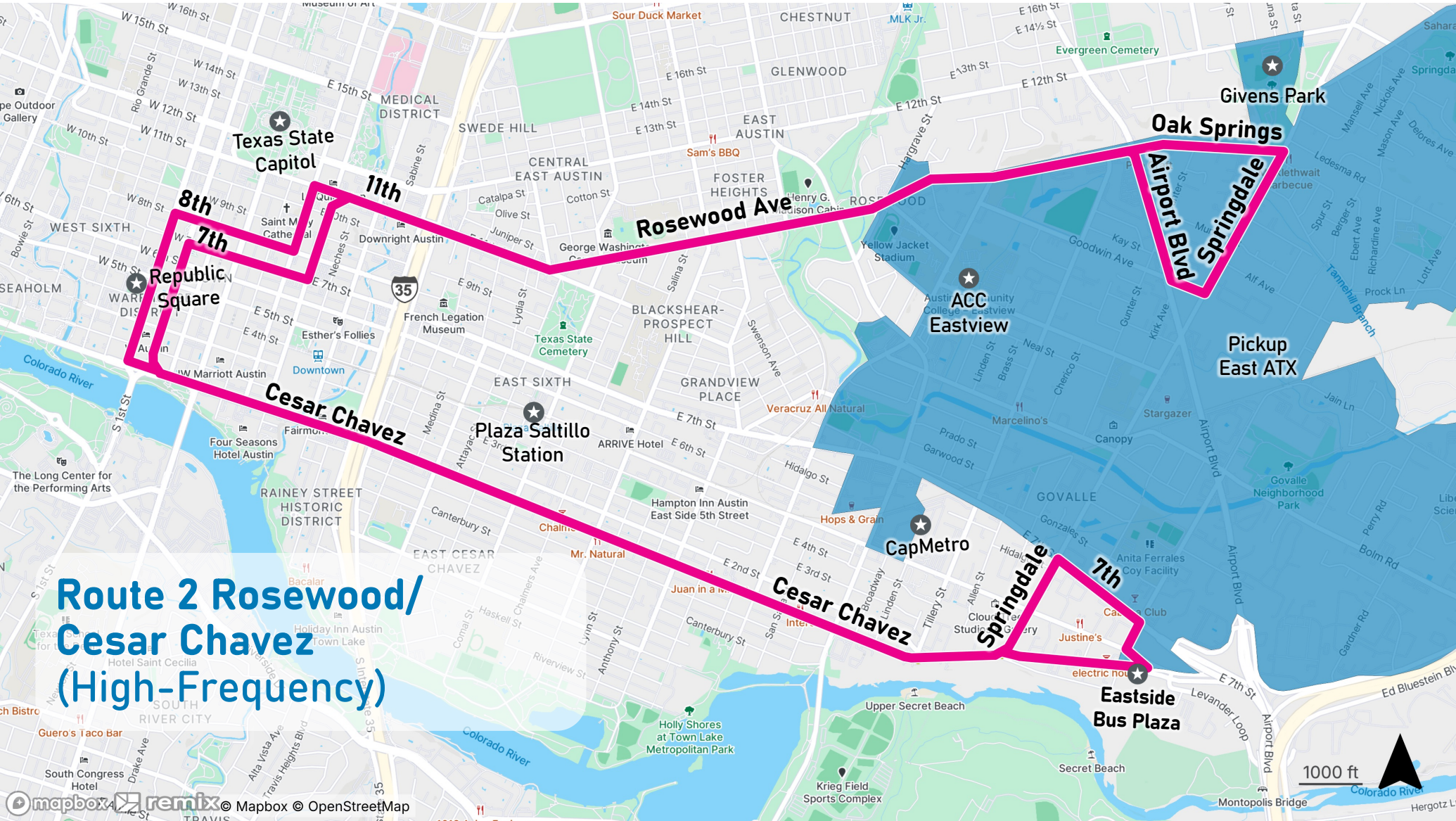
Transition to school service and minor schedule adjustments

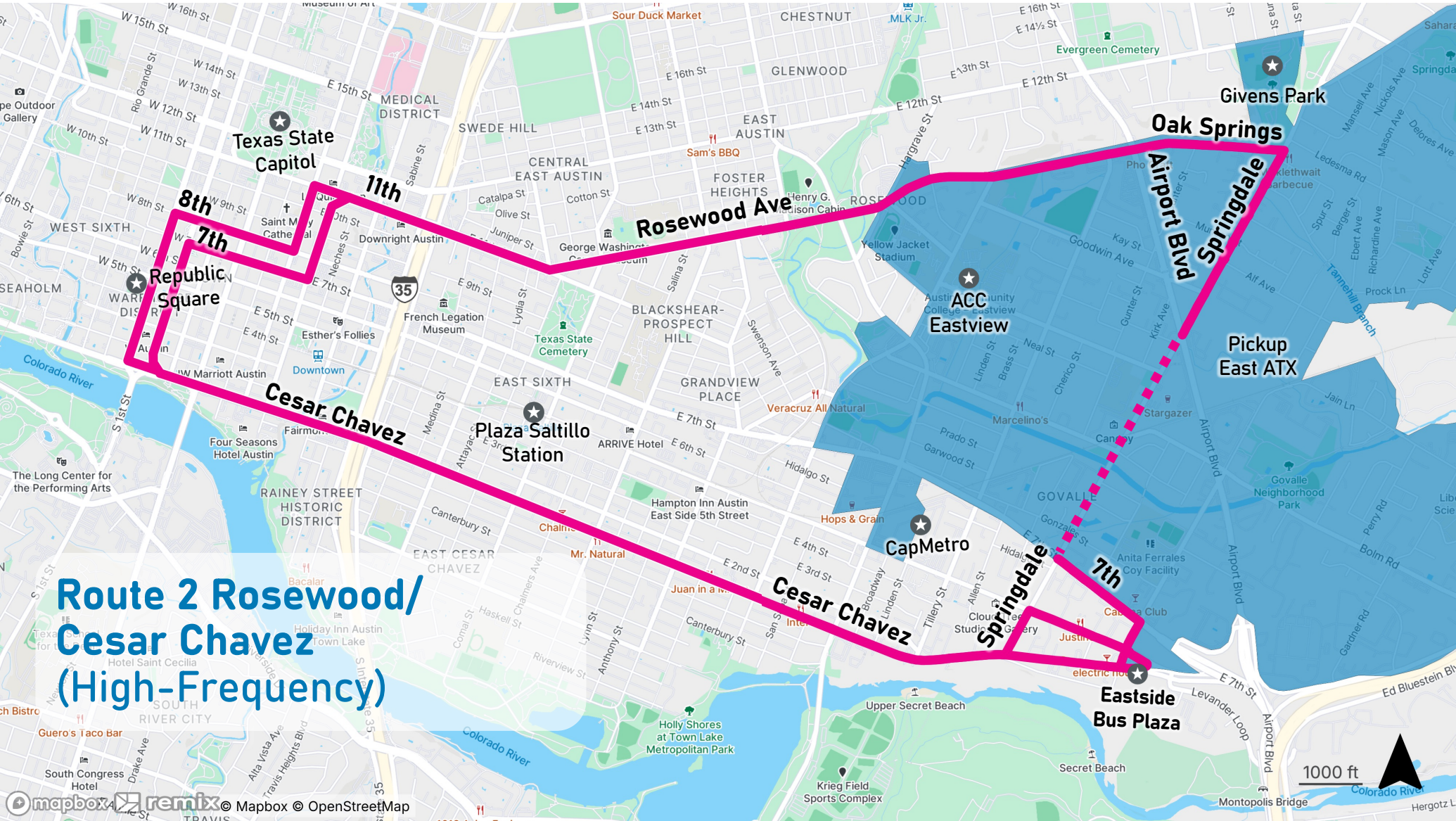




Extension of Route 2 Rosewood/Cesar Chavez

CapMetro





Community Support



“Having Route 2 go on Springdale makes it a lot more useful! I think it really helps connectivity on the eastside and connecting to downtown.”



“Completing the loop is a GREAT idea, especially for increasing access to Eastside Bus Plaza to get students to intercity bus services.”

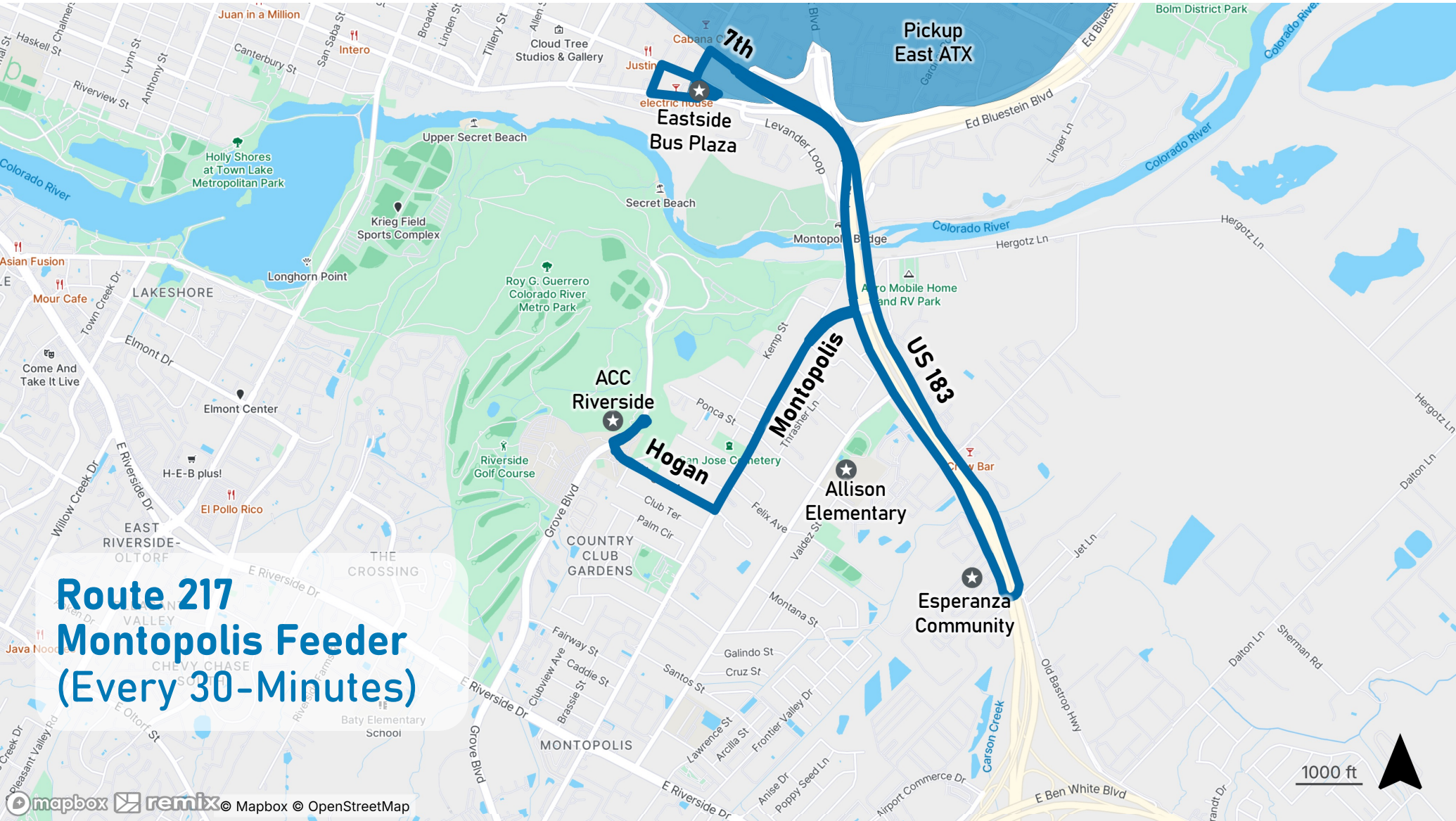


“Praise for the Route 2 concept, this makes travel easier and helps me get around faster. Can the layover be at Eastside Bus Plaza?”



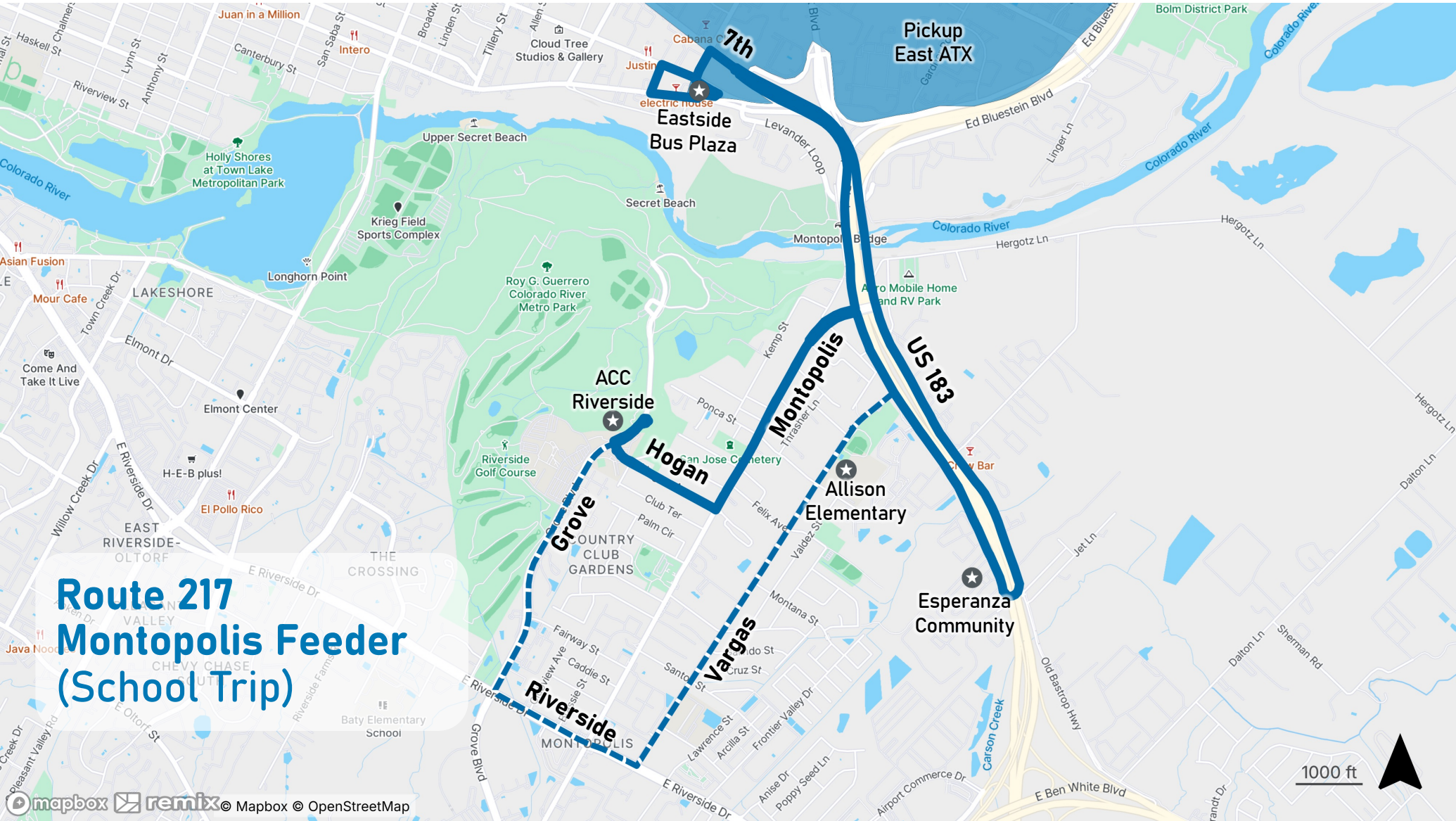


Realignment of Route 217 Montopolis Feeder



Route 217
Montopolis Feeder
(Every 30-Minutes)

mapbox remix © Mapbox © OpenStreetMap



**Route 217
Montopolis Feeder
(School Trip)**

mapbox remix © Mapbox © OpenStreetMap

Community Driven



"It's difficult to travel to the school. Please provide better service for younger customers for school access on Vargas."

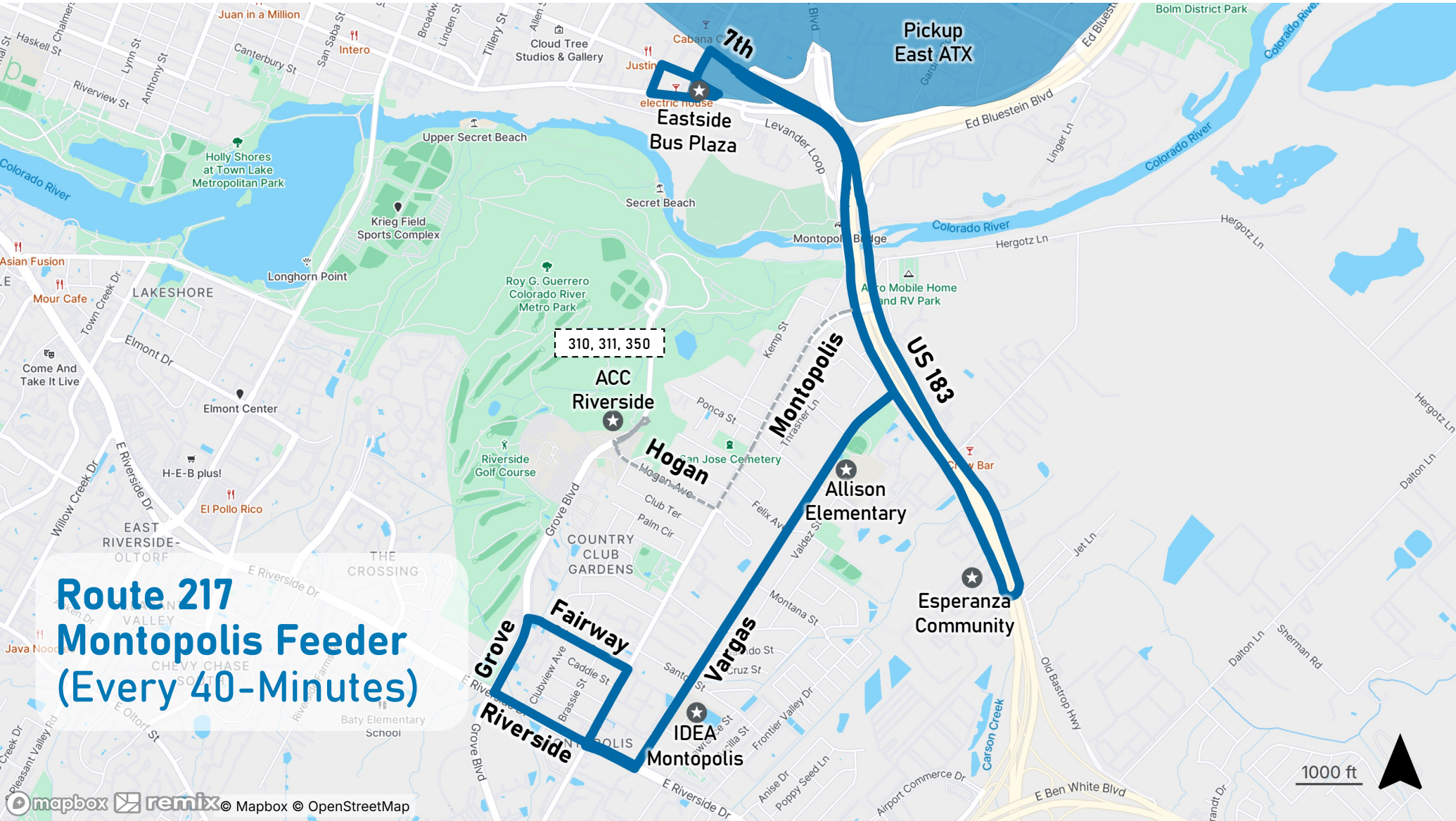


"Can Route 217 travel along the full length of Vargas Road instead? That would better serve the school for children and parents that may need to visit during different hours."



"Adjusting this route in 5-10-years is too far. There are low-income residents from new housing in the neighborhood that's expected to open soon."





**Route 217
Montopolis Feeder
(Every 40-Minutes)**

mapbox remix © Mapbox © OpenStreetMap





Frequency Adjustments on Select UT Shuttles

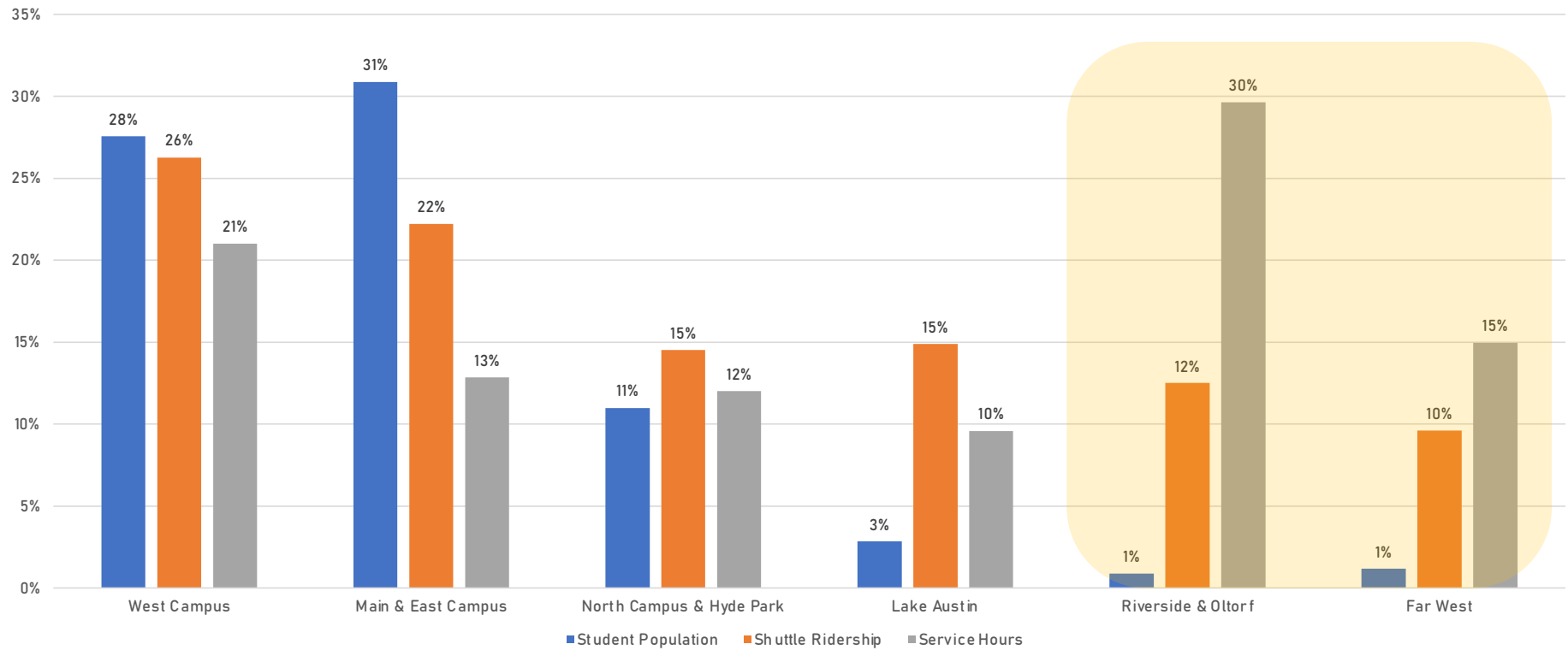
UT Shuttle System

- Provides shuttles around campus and major residential areas
- Service is available when classes are in session
- Levels correspond to the academic calendar (e.g., Full, Finals, Summer)
- Cost share between UT and CapMetro



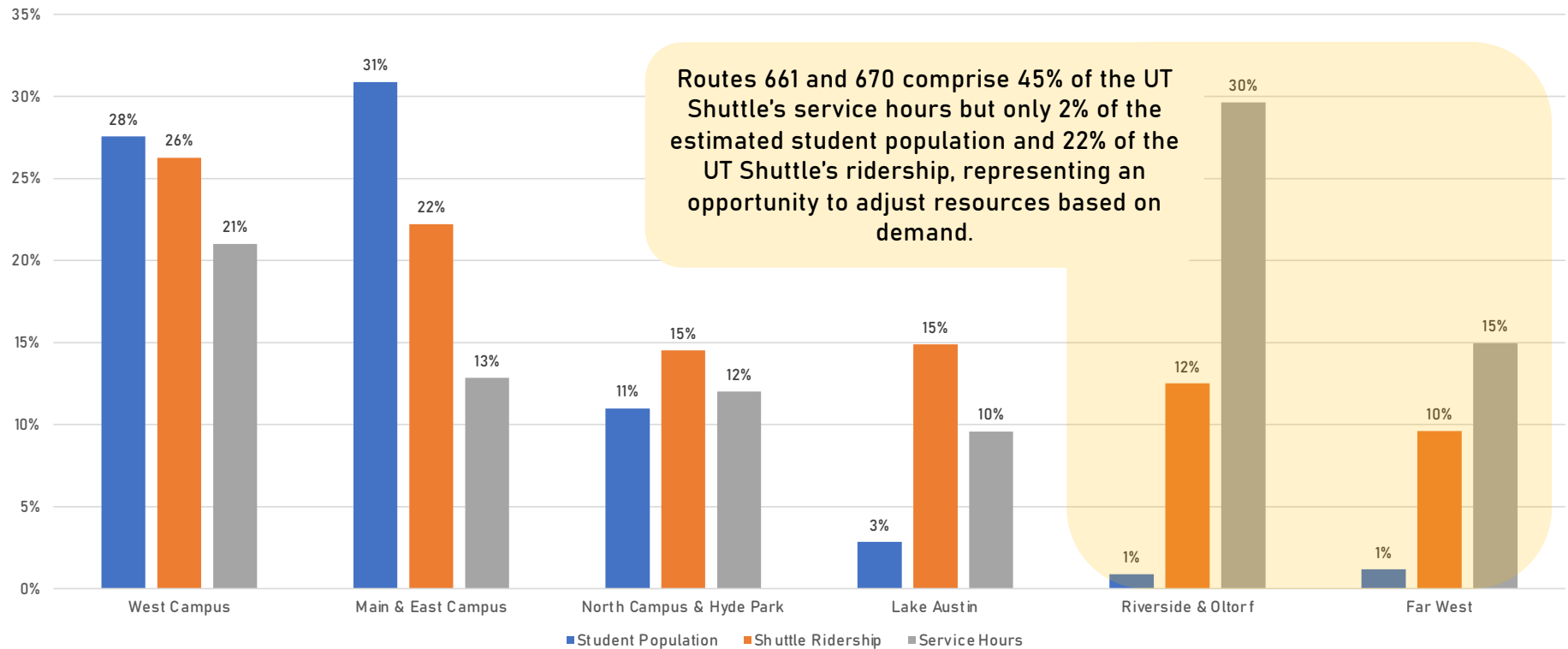
Changing Resource Needs

Resource Allocation



Changing Resource Needs

Resource Allocation



Routes 661 and 670 comprise 45% of the UT Shuttle's service hours but only 2% of the estimated student population and 22% of the UT Shuttle's ridership, representing an opportunity to adjust resources based on demand.

Frequency Adjustment

Change the weekday frequency of UT Shuttles 661 Far West and 670 North Riverside to every 15-20-minutes



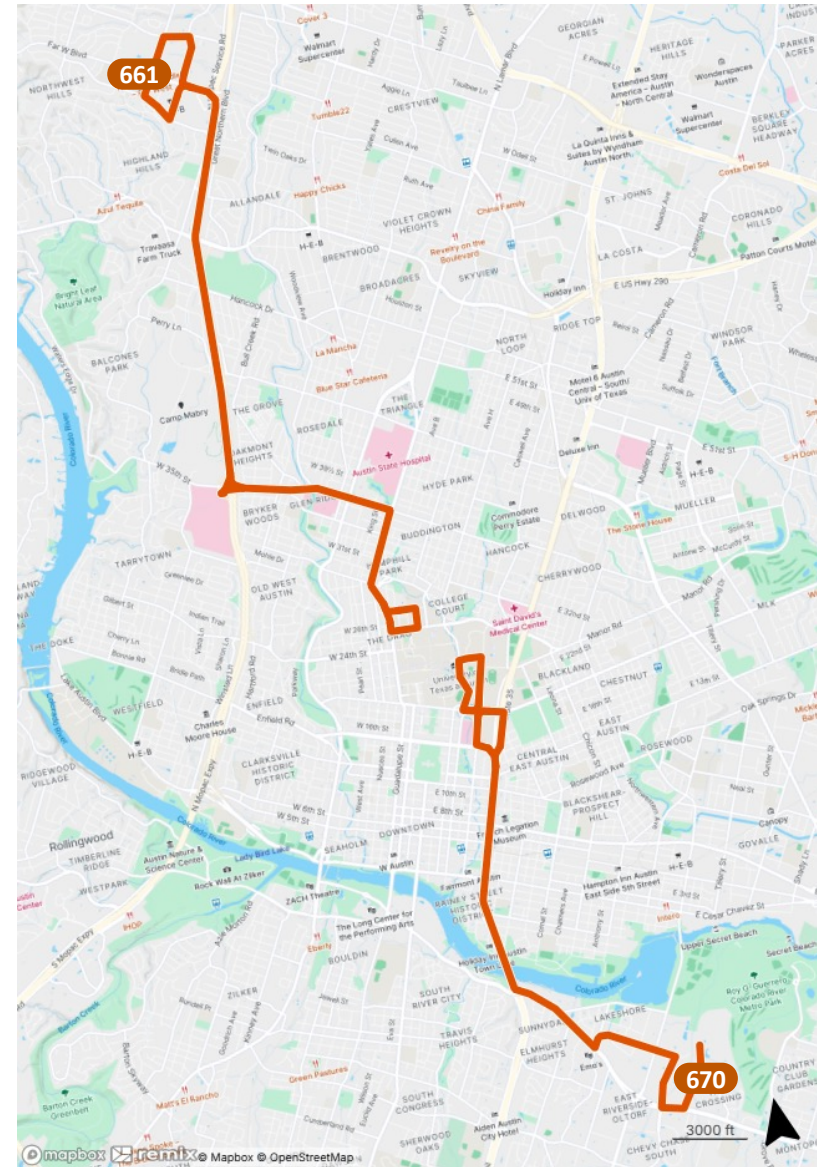
Better aligns service levels with long-standing declines in ridership, residential enrollment, and student housing in the Far West and Riverside areas



Allows for potential savings and resources to improve reliability and service delivery



Preserves multiple underlying alternatives for student in these corridors



Frequency Adjustment

Change the weekday frequency of UT Shuttles 661 Far West and 670 North Riverside to every 15-20-minutes



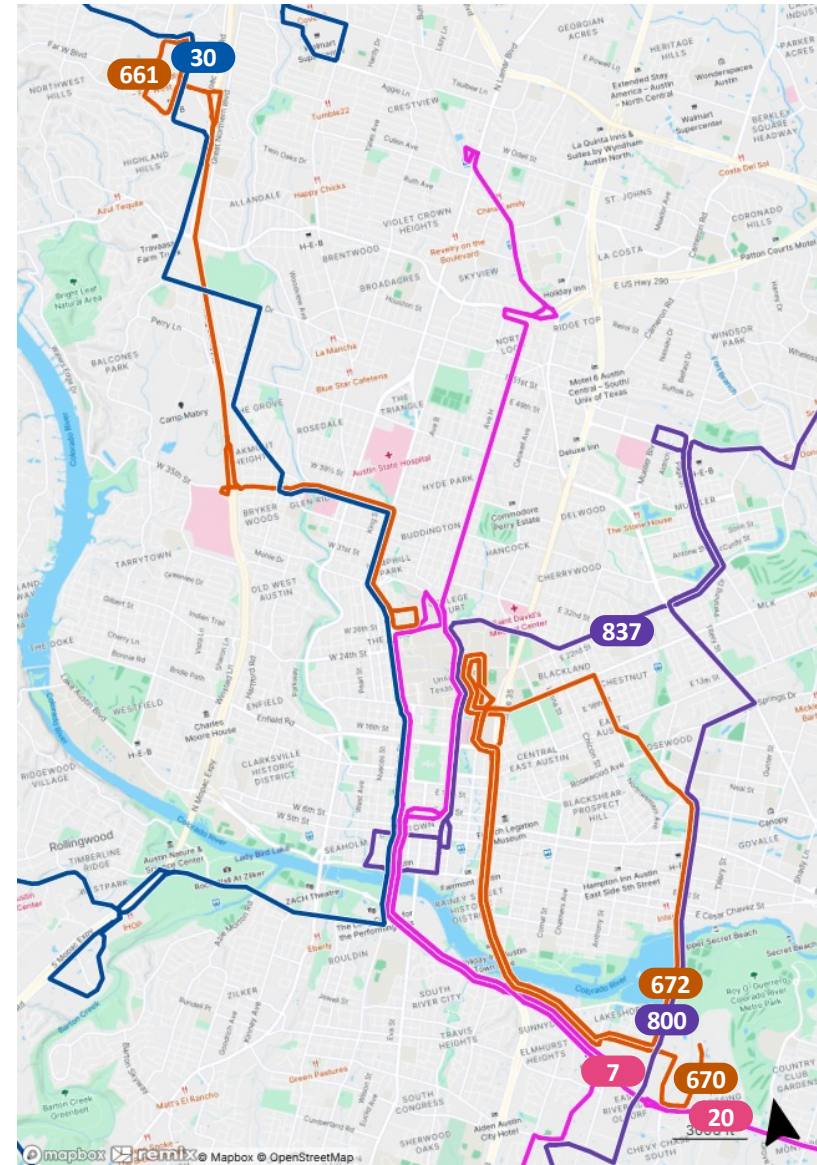
Better aligns service levels with long-standing declines in ridership, residential enrollment, and student housing in the Far West and Riverside areas



Allows for potential savings and resources to improve reliability and service delivery



Preserves multiple underlying alternatives for student in these corridors





Minor Schedule Adjustments

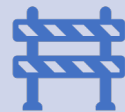
Minor Schedule Adjustments



Routine transition back to school service (normal service levels on UT Shuttle routes and school-trips on local routes)



Some routes may receive minor adjustments to their schedules to improve on-time performance, reliability, and better serve customers



Managing daily operations with agility and strategic monitoring to reduce disruptions during major infrastructure projects



Title VI Analysis

Title VI Analysis – Routes 661 and 670

Route	Minority (Onboard Survey)	Low-Income (Onboard Survey)
Route 661 Far West	80.6%	50.8%
Route 670 North Riverside	75.2%	87.3%
Service Area Comparison	67.7%	49.5%



Total **decrease** in 88,942 annual revenue miles



Change from 8-10 min frequency to **15-20 min** frequency

Title VI Analysis – Routes 661 and 670

Frequency Adjustment on Routes 661 and 670

- Decrease in 88,942 annual revenue miles
- Analysis findings:
 - Disparate Impact
 - Disproportionate Burden

- ✓ Both routes will maintain high frequency service.
- ✓ The existing routes don't currently meet UT shuttle route standards.
- ✓ Resources can be better allocated throughout the transit network.



Community Engagement

CapMetro

Outreach & Public Feedback



March

- Board Memo
- Conversations with our Member Cities and Regional Partners
- Communication and Meetings with Stakeholders and the Community
- At-Stop Outreach
- Operator Notices
- Social Media and Emails
- Service Change Website with Comment Box

April

- Signage at Specific Stops
- Posters at Key Locations
- CapMetro Customer Satisfaction Advisory Committee
- CapMetro Access Committee
- Community Advisory Committee
- On-Bus Brochure
- CapMetro Alerts
- Public Hearing
- Board Memo
- Board Approval

Regional Coordination



- Facilitating engagement opportunities and ongoing communication with all cities within CapMetro's service area
- Discussing scheduling and service planning needs in the near-term and longer-term

CapMetro

Thank you!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2026-1808

Agenda Date: 4/20/2026

Memo: Updates on the Proposed August 2026 Service Changes (April 13, 2026)

To: CapMetro Board of Directors
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer
Date: April 13, 2026
Re: Updates on the Proposed August 2026 Service Changes

CapMetro staff provided a [memo](#) to the Board outlining our proposed August 2026 Service Changes and corresponding community engagement work. This memo provides an update on those activities and includes the minor schedule adjustments currently under evaluation.

CapMetro's August 2026 Service Changes Public Involvement Plan builds upon extensive outreach and feedback gathered during the development of the Board-approved [Transit Plan 2035](#). The realignments of Route 2 Rosewood/Cesar Chavez and Route 217 Montopolis Feeder were developed in collaboration with frontline staff, community members, and school and regional partners as part of the Board-approved Transit Plan 2035, reflecting a community-driven step towards improved connectivity.

Subsequently, the realignment of Route 2 Rosewood/Cesar Chavez was further developed in partnership with the City of Austin as part of the delivery of the [Climate Pollution Reduction Grant \(CPRG\)](#). The realignment would allow more riders to make crosstown and downtown trips without getting onto I-35 and make it more practical for people to utilize transit in lieu of driving. As such, the CPRG program proposes contributing to constructing new bus stops along the gap and supporting the operational cost difference through an amendment to the existing Interlocal Agreement (ILA). The amendment to the ILA was [unanimously approved](#) at the Austin City Council on Thursday, March 26, 2026, and the CapMetro Board of Directors will consider approval of the amendment on Monday, April 20, 2026 (AI-2026-1795).

Community engagement kicked off on Friday, March 20, 2026, and a public hearing for the proposed service change was held on Wednesday, April 8, 2026. Throughout the outreach period, staff met with customers, operators, and residents about the proposed changes through at-stop and on-board outreach, neighborhood meetings, and other channels detailed in the appendices of this memo. The public was also invited to provide comments on our [webpage](#) and participate in the public hearing.

Community sentiment primarily included excitement about the proposed realignment of Route 2 for providing more connections and access, and concerns about the frequency reductions on select UT Shuttles due to reliability issues on those routes. Representative feedback included:

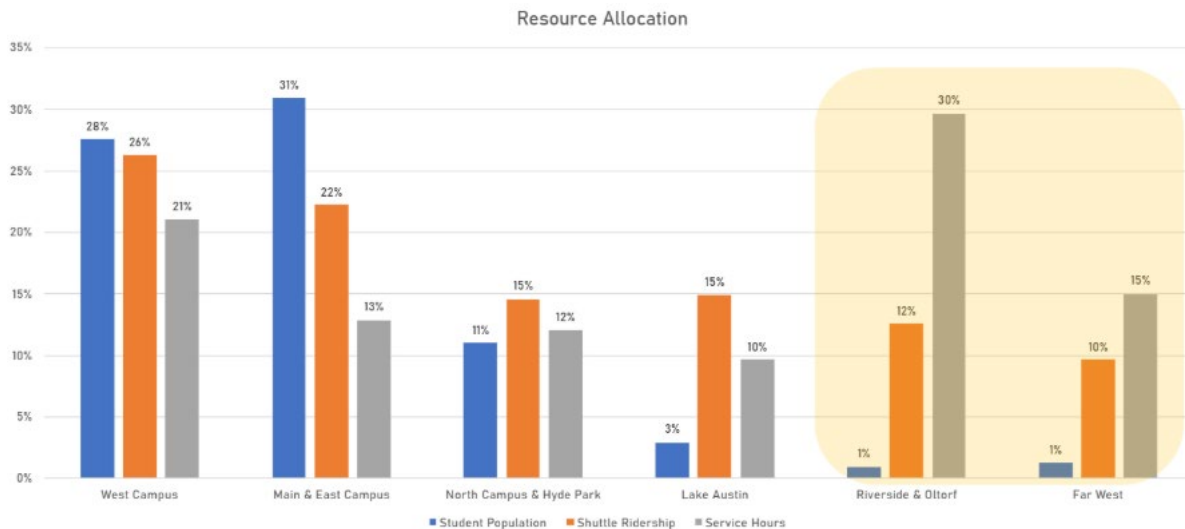
- *Route 2 Rosewood/Cesar Chavez:*
 - "Just weighing in to say I love the idea of extending Route 2 onto Springdale. Thanks CapMetro! Keep it up!"
 - "I support extending the 2 on Springdale."
 - "Let's do it! Let's get more connections for the 2!"
- *Frequency Adjustments on Route 661 Far West and 670 North Riverside*
 - "Bus 670 does not run every 8-10 minutes. From my experience it is already closer to 15-20."

- “If you claim [Routes 661 and 670] are every 15 minutes in peak hours, that will turn into every half hour or worse.”
- “Instead of focusing on reducing how often the buses come, you should focus on timing them correctly.”

CapMetro staff proposed reducing the weekday frequency on UT Shuttle Routes 661 Far West and 670 to allow for potential savings and resources to improve reliability and service delivery on these services. The weekday frequency adjustment from every 8-10-minutes to every 15-20-minutes also aims to reduce instances of missed or lost service and thereby improve on-time performance and overall dependability of the UT Shuttle service, while preserving multiple underlying alternatives for students in these corridors. In addition to the frequency adjustment, CapMetro staff propose evaluating the route’s schedule to ensure that trip times still match evolving traffic conditions and construction in the region and will continue to closely monitor these routes.

Notably, these routes emerged as an area of focus due to continued declines in ridership, resource efficiencies, and number of students living within the area. Among the UT Shuttle system, these routes require the most service hours to gain each rider, as represented in the figure below. Combined, these two UT Shuttle routes comprise 45% of the UT Shuttle’s service hours but only 2% of the estimated student population and 22% of the UT Shuttle’s ridership, representing a mismatch of resources. As such, CapMetro staff recommend proceeding with this service adjustment.

Figure 1: UT Shuttle Resource Allocation



Public input is considered and reviewed throughout the engagement process leading up to the final recommendations. Following board approval, finalized changes will be communicated through promotional materials to promote the final decisions on service adjustments. The CapMetro Board of Directors will consider approval of the proposal on Monday, April 20, 2026. If approved, these changes would start on Sunday, August 16, 2026.

Should Board Members have any questions regarding the proposed changes, they should contact Ed.Easton@capmetro.org.

Appendix A: Community Engagement for the Proposed Service Changes

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

- **Regional Conversations with our Member Cities and Regional Partners:**
 - Collaborating with our member cities and regional partners to proactively discuss service change concepts and feedback.
- **Communication and Meetings with Stakeholders and the Community:**
 - Meetings with community groups, non-profit organizations and neighborhood homeowner associations, such as, but not limited to: PODER Austin, Govalle Elementary School, Montopolis Recreation Center, LULAC, Esperanza Community, Allison Elementary School, IDEA Montopolis Charter School, ADAPT, among others.
 - CapMetro has emailed and provided presentations for stakeholders, neighborhood groups, and community-based organizations.
 - Flyers have been provided at tabling opportunities and relevant community events.
- **Advisory Committees:**
 - CapMetro presented at the Access Committee Meeting on April 1, 2026, and at the Customer Satisfaction Advisory Committee (CSAC) Meeting on April 8, 2026.
 - Email updates were provided to the Public Safety Advisory Committee (PSAC).
- **Operator Communications:**
 - All operators with Keolis received notice through posters in breakrooms, direct email, and TimePoint TV.
 - CapMetro has also discussed the proposed changes with operators during at-stop outreach.
- **Service Change Webpage with Comment Box:**
 - The CapMetro [webpage](#) provides details of the proposed service changes and includes an opportunity to provide comments (via Public Input open comment box) and sign-up to speak at the scheduled public hearing.
- **Public Hearing Notice and Public Hearing:**
 - Legal Notices were posted on March 22, 2026, promoting the Public Hearing on April 8, 2026.
- **At-Stop Outreach with Flyers:**
 - CapMetro conducted at-stop outreach for proposed route changes from April 3, 2026, to April 6, 2026.
- **At-Stop Signage:**
 - Signage was posted at key locations along the corridor.
- **Blockwalking:**

- Block walking will be conducted as part of phase III of the engagement plan once the changes are implemented, in August, if approved.
- **Message Centers:**
 - Signage was placed onboard directly behind operator's seats.
- **Brochures:**
 - Brochures are available onboard at the front of the bus.
- **CapMetro Alerts Text Messages:**
 - Email and text went out to associated subscribers on March 24, 2026, and April 1, 2026.
- **Email to CapMetro's Contact List and Listserv**
 - Email updates provided to 12,000+ customers, stakeholders, and interested members via our contact list and listserv.
- **Social Media Posts:**
 - General and targeted social media posts to inform the community, riders and non-riders, about the future potential changes.

Appendix B: Email Sent to Customers on August 2026 Service Changes

Subject: Proposed August 2026 Service Changes | Cambios del servicio propuestos para agosto del 2026

Dear Community Members,

CapMetro makes planned changes to our service three times a year to improve your riding experience and respond to shifts in how our customers use the service today.

The proposed changes include:

- **Extension of Route 2 Rosewood/Cesar Chavez** along Springdale Road (see map 1)
- **Route 217 Montopolis Feeder** would travel along Vargas Road instead of Montopolis Drive (see map 2)
- **Change the Weekday Frequency of UT Shuttles 661 & 670** from 8-10 minutes to 15-20 minutes
- **Transition to School Service & Minor Schedule Adjustments**

If approved by the CapMetro Board, the proposed changes would take effect Sunday, August 18, 2026.

More detailed information about the proposed changes can be found [on our website](#).

Share your Feedback or Questions:

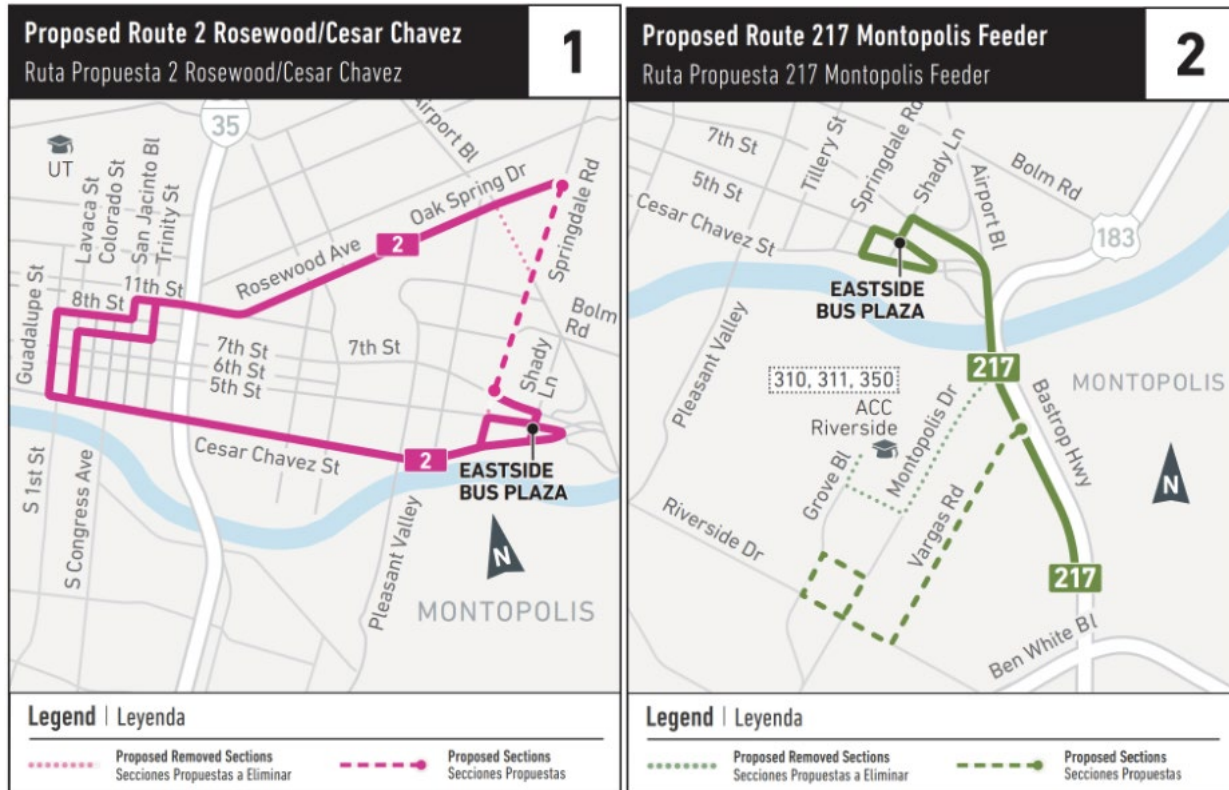
Comment Box: Share your questions and/or feedback in our comment box [here](#).

Public Hearing: Attend a public hearing on April 8 at noon at CapMetro Headquarters (2910 E 5th St.), which is served by Routes 2, 4, 300, 800 and Pickup East ATX. Speakers may sign up by emailing boardofdirectors@capmetro.org, or by calling (512) 369-6040 and leaving a message with your name and telephone number. The deadline to sign up to speak remotely is 8 a.m. on April 8, 2026. Instructions on how to participate virtually will be provided via email or phone just after 8 a.m. on the day of the hearing. For in-person participation, please arrive at least 15 minutes before the hearing to sign up to speak.

Reasonable modifications and equal access to communications are provided upon request at least two days in advance. Call Martin Kareithi at (512) 389-7583 or email engage@capmetro.org for more info or to request info in another format.

For additional questions contact engage@capmetro.org.

Thank you!



Estimados miembros de la comunidad:

CapMetro realiza cambios planificados en nuestro servicio tres veces al año para mejorar su experiencia de viaje y responder a los cambios en la manera en que nuestros clientes utilizan el servicio actualmente.

Los cambios propuestos incluyen:

- **Extensión de la Ruta 2 Rosewood/César Chávez** a lo largo de Springdale Road (ver mapa 1)
- La **Ruta 217 Montopolis Feeder** circularía por Vargas Road en lugar de Montopolis Drive (ver mapa 2)
- **Cambiar la frecuencia entre semana de los UT Shuttles 661 y 670** de 8–10 minutos a 15–20 minutos
- **Transición al servicio escolar y ajustes menores de horario**

Si la Junta Directiva de CapMetro los aprueba, los cambios propuestos entrarían en vigor el domingo 18 de agosto de 2026.

Puede encontrar información más detallada sobre los cambios propuestos en nuestro [sitio web](#).

Comparta sus comentarios:

Buzón de comentarios: Comparta sus preguntas y/o comentarios en nuestro buzón de comentarios [aquí](#).

Audiencia pública: Asista a una audiencia pública el 8 de abril al mediodía en la sede de CapMetro (2910 E 5th St.), atendida por las rutas 2, 4, 300, 800 y Pickup. Las personas que deseen hablar pueden inscribirse enviando un correo electrónico a boardofdirectors@capmetro.org o llamando al (512) 369-6040 y dejando un mensaje con su nombre y número de teléfono. La fecha límite para inscribirse para hablar de forma remota es a las 8 a.m. del 8 de abril de 2026. Las instrucciones para participar virtualmente se proporcionarán por correo electrónico o teléfono poco después de las 8 a.m. el día de la audiencia. Para la participación en persona, por favor llegue al menos 15 minutos antes de la audiencia para inscribirse.

Se ofrecen modificaciones razonables y acceso igualitario a las comunicaciones, incluyendo ayudas y servicios auxiliares, previa solicitud con al menos dos días de anticipación. Llame a Martin Kareithi al (512) 389-7583 o envíe un correo electrónico a engage@capmetro.org para obtener más información o para solicitar información en otro formato.

Para preguntas adicionales, contacte a engage@capmetro.org.

¡Gracias!

Equipo de CapMetro

Appendix C: Brochure for the Proposed August 2026 Service Changes

CHANGE FREQUENCY OF UT SHUTTLES & TRANSITION TO SCHOOL SERVICE

Weekday service on UT Shuttle Routes 661 Far West & 670 North Riverside routes is proposed to run every 15 to 20 minutes instead of every 8 to 10 minutes. Ridership and student housing patterns in these areas have changed over time, and this update helps match service to current demand while improving reliability.

Typical transition to normal service levels would occur on UT Shuttle routes and school-trips on Routes 4, 217, 315 and 333.

TRANSICIÓN AL SERVICIO ESCOLAR Y AJUSTE MENOR DE LOS UT SHUTTLES

Se propone que el servicio entre semana en las rutas de UT Shuttle 661 Far West y 670 North Riverside opere cada 15 a 20 minutos en lugar de cada 8 a 10 minutos. Con el tiempo, el número de pasajeros y los patrones de vivienda estudiantil en estas zonas han cambiado, y esta actualización ayuda a ajustar el servicio a la demanda actual y mejorar la puntualidad.

La transición típica a los niveles de servicio normales se produciría en las rutas de UT Shuttle y en los viajes escolares de las rutas 4, 217, 315 y 333.

MINOR SCHEDULE ADJUSTMENTS

To improve on-time performance and reliability, select routes may receive minor adjustments to their schedules and/or bus stop locations. Minor schedule adjustments entail small tweaks to timepoints, layovers, bus stops, travel times and/or similar items to support day-to-day service.

Minor adjustments are determined later in the service changes process to accurately respond to evolving traffic conditions and construction. This timing makes sure the schedule best serves customers, more closely reflects available resources and improves on-time performance. The details will be posted on the webpage once available.

AJUSTES MENORES DE HORARIOS

Para mejorar el desempeño y la fiabilidad en cuanto a la puntualidad, es posible que se realicen ajustes en los horarios y/o ubicaciones de las paradas de autobús de determinadas rutas. Los ajustes en los horarios implican pequeños ajustes a los puntos de control de tiempo, las paradas de descanso, las paradas de autobús, los tiempos de viaje y/o elementos similares para respaldar el servicio diario.

Los ajustes de horarios se determinan más adelante en el proceso de cambios de servicio para responder con precisión a las condiciones cambiantes del tráfico y la construcción. Este calendario garantiza que el horario se adapte mejor a los clientes, refleje más fielmente los recursos disponibles y mejore la puntualidad. Los detalles se publicarán en la página web una vez estén disponibles.

ATTEND A PUBLIC HEARING

The community will have an opportunity to comment on the proposed service changes at the following:

- Public comment on our website
- A public in-person hearing on **April 8 at noon** at CapMetro Headquarters, 2910 E 5th St. Served by Routes 2, 4, 300, 800 & Pickup East ATK.

Reasonable modifications and equal access to communications are provided upon request at least two days in advance. Call Martin Kareithi at (512) 389-7583 or send an email to martin.kareithi@capmetro.org for more details or to request the info in another format.

ASISTA A UNA AUDIENCIA PÚBLICA

La comunidad tendrá la oportunidad de comentar sobre los cambios de servicio propuestos en:

- Comentarios públicos en nuestro sitio web
- Una audiencia pública presencial el **8 de abril a mediodía**, en la sede de CapMetro, 2910 E 5th St., donde pasan las Rutas 2, 4, 300, 800 y Pickup East ATK.

Se podrán realizar modificaciones razonables y brindar igualdad de acceso a las comunicaciones previa solicitud con al menos dos días de antelación. Llámame a Martin Kareithi al (512) 389-7583 o envía un correo electrónico a martin.kareithi@capmetro.org para obtener más información o solicitar información en un otro formato.



SHARE ANY CONCERNS OR QUESTIONS AT

COMPARTA SUS INQUIETUDES O PREGUNTAS EN
CAPMETRO.ORG/AUGUST2026

CONTACT INFORMATION

CapMetro Web Site capmetro.org
 Customer Service Routes & Schedules/GO Line 512-474-1200
 CapMetro Access 512-852-7272
 CapMetro Vanpool 1-800-VAN 4 WORK (car/vanpool matching service) 512-389-7400
 CapMetro Administration Administration Office 512-389-7400
 CapMetro Transit Store 512-389-7454 1705 Guadalupe Street

Lost and Found Articles lost on vehicles and returned to CapMetro may be picked up at the Transit Store at 1705 Guadalupe Street Monday through Friday, 8:00 am-5:00 pm, 512-389-7454.

INFORMACIÓN DE CONTACTO

Sitio Web de CapMetro capmetro.org
 Rutasy Horarios/GO Line 512-474-1200
 CapMetro Access 512-852-7272
 CapMetro Vanpool 1-800-VAN 4 WORK (servicio para conectar a personas que desean compartir vehículos personales, ya sea autos o camionetas)
 Administración de CapMetro 512-389-7400 Oficina de Administración
 Tienda de Tránsito 512-389-7454 1705 Guadalupe Street

Objetos Perdidos y Encontrados Los objetos perdidos en los vehículos que se entregan a CapMetro pueden recogerse en la Tienda de Tránsito en 1705 Guadalupe St. de lunes a viernes, de las 8:00 am a las 5:00 pm, 512-389-7454.

De acuerdo con las disposiciones del Título VI (Title VI) de la Ley de Derechos Civiles, si eres propietario, CapMetro no discrimina en sus servicios a persona alguna debido a su raza, color o origen nacional. Si usted cree que ha sido víctima de discriminación por motivo de Título VI, puede presentar una queja por escrito ante CapMetro o a la oficina de Título VI, CapMetro, en 2910 E. 5th Street, Austin, TX 78702.

CapMetro
512.474.1200 | capmetro.org

PROPOSED AUGUST 2026
PROPUESTO AGOSTO DE 2026

PROPOSED AUGUST 2026 SERVICE CHANGE

Cambios de servicio
propuestos para
agosto de 2026

CapMetro makes planned changes to our service three times a year to improve your riding experience and respond to shifts in how our customers use the service. If approved, these changes will start Sunday, August 18.

CapMetro realiza cambios planificados en nuestro servicio tres veces al año con el fin de mejorar su experiencia de viaje y responder a las variaciones en la forma en que nuestros clientes utilizan el servicio. Si se aprueban, estos cambios comenzarán el domingo 18 de agosto.

EXTENSION OF ROUTE 2

ROSEWOOD/CESAR CHAVEZ

We propose to extend Route 2 along Springdale Road, filling a gap in service. This would make it easier to travel between East Austin neighborhoods, Eastside Bus Plaza, and Downtown without extra transfers. It would also create more consistent, two-way service along the route.

See map A for details.

EXTENSIÓN DE LA RUTA 2

ROSEWOOD/CESAR CHAVEZ

Proponemos extender la Ruta 2 a lo largo de Springdale Road para cubrir un tramo sin servicio. Esto facilitaría viajar entre los vecindarios del este de Austin, Eastside Bus Plaza y Downtown sin transbordos adicionales. También crearía un servicio más consistente en ambos sentidos a lo largo de la ruta.

Consulte el mapa A para detalles.

ROUTE 217 MONTOPOLIS FEEDER

This route would move from Montopolis Drive to Vargas Road. This change would give more people direct access to schools, housing, and community spaces like Allison Elementary School, IDEA Montopolis Academy and the library. The route would still connect riders to Riverside, Esperanza Crossing and Eastside Bus Plaza.

Route 217 would no longer serve ACC Riverside. However, Routes 310, 311 and 350 would continue to serve the campus.

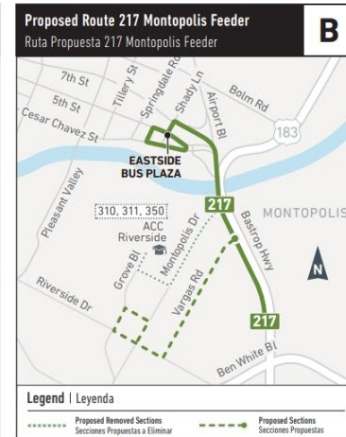
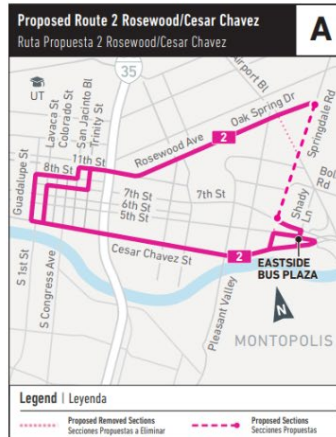
See map B for details.

RUTA 217 MONTOPOLIS FEEDER

Esta ruta se trasladaría de Montopolis Drive a Vargas Road. Con este cambio, más personas tendrían acceso directo a escuelas, viviendas y espacios comunitarios como Allison Elementary School, IDEA Montopolis Academy y la biblioteca. La ruta seguiría conectando a los pasajeros con Riverside, Esperanza Crossing y Eastside Bus Plaza.

La Ruta 217 ya no llegaría a ACC Riverside. Sin embargo, las Rutas 310, 311 y 350 continuarán brindando servicio al campus.

Consulte el mapa B para detalles.



Appendix D: Proposed Minor Schedule Adjustments

Specific schedule adjustments are determined further in the service changes process to more accurately respond to evolving traffic conditions and construction in the region. This timing makes sure the schedule best serves customers, more closely reflects available resources, and improves on-time performance. The following is a summary of the minor schedule adjustments under evaluation for the August 2026 Service Changes. Additional routes may be included based on community feedback.

<i>Proposed Minor Schedule Adjustments</i>	Details	Routes under Evaluation
<i>Scheduled Time with Potential Minor Frequency Adjustments</i>	May adjust the scheduled time to respond to traffic conditions or operational needs. Based on existing resources, may result in minor frequency adjustments for specific periods of the day (typically a few minutes within a limited window).	<ul style="list-style-type: none"> • Route 2 • Route 7 • Route 10 • Route 311 • Route 333 • Route 337 • UT Shuttles (640-672) • Rapid 803 • Route 985
<i>Additional Trip(s)</i>	May add individual scheduled trip(s) in response to passenger demand and need.	<ul style="list-style-type: none"> • N/A
<i>Minor Routing Adjustments & Updated Bus Stops</i>	May include minor routing and/or minor bus stop location adjustments.	<ul style="list-style-type: none"> • CapMetro is exploring potential utilization of the 183 Managed Lanes for Express routes (no changes to their bus stops)
<i>Minor Pickup Zone Boundary Adjustments</i>	May include minor zone boundary adjustments to Pickup zones in response to community feedback and/or operational needs.	<ul style="list-style-type: none"> • Minor adjustment to Pickup Manor to reduce the zone boundary by .005 square miles in response to community feedback. Due to the operational flexibility with Pickup, this adjustment would be implemented on April 27, 2026, pending Board approval. The specific boundary adjustment can be viewed on the map here.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2026-1782

Agenda Date: 4/8/2026

Memo: Proposed August 2026 Service Changes (March 18, 2026)

To: CapMetro Board of Directors
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer
Date: March 18, 2026
Re: Proposed August 2026 Service Changes

The proposed August 2026 Service Changes focus on strengthening connectivity and better matching service levels to current demand. The recommendations were developed in collaboration with frontline staff, community members, and school and regional partners as part of the Board-approved [Transit Plan 2035](#) and are in partnership with the City of Austin, in its delivery of the [Climate Pollution Reduction Grant](#) (CPRG).

The realignments of Route 2 Rosewood/Cesar Chavez and Route 217 Montopolis Feeder would provide East Austin neighborhoods with new transit options, improve transfers, and further strengthen the Eastside Bus Plaza as a key regional hub. Additionally, proposed weekday frequency reductions on UT Shuttle Routes 661 Far West and 670 North Riverside would better align service with long-standing declines in demand and shifting student housing patterns, while allowing for improved reliability and service delivery. Lastly, CapMetro, CARTS, and our regional partners are exploring near-term opportunities within the CPRG program to better serve regional commuters in our service area who will be impacted by construction on I-35. Any additional efforts to contribute to regional transportation demand management will be communicated to the Board prior to Board approval of the service change, and following additional conversations with our partners.

Overall, the service changes represent a community-driven step towards improving connectivity and gaining efficiency throughout the system. This memo provides Board Members with an overview of the proposed changes, the associated community engagement plan, the Title VI analysis, and more. The proposed changes will be considered by the CapMetro Board during the April 2026 Board Meeting.

Background

Service changes provide CapMetro an opportunity to adjust its services to meet the needs of customers and efficiently use our resources. Service changes occur up to three times a year typically in January, June, and August to coincide with local school and university calendars. In the interim months between service change implementations, CapMetro continuously seeks and invites year-round feedback from the community.

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

Proposed Changes

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

- **Realignment of Route 2 Rosewood/Cesar Chavez (Frequent)** – The proposed realignment would transform the route into a bidirectional circulator by closing a long-standing gap in service on Springdale Road. By extending farther along Springdale Road, Route 2 Rosewood/Cesar Chavez offers a more direct and easier-to-use connection linking Eastside Bus Plaza, Downtown, and several East Austin neighborhoods. This proposed change was developed in multiple iterations, initially in collaboration with frontline staff, operators, and community members as part of Transit Plan 2035, and subsequently in partnership with the City of Austin as part of the delivery of the [Climate Pollution Reduction Grant \(CPRG\)](#).
- **Realignment of Route 217 Montopolis Feeder (Local)** – During Transit Plan 2035, community members and school partners requested that Route 217 Montopolis Feeder operate on Vargas Road to better serve neighborhood schools and housing. As such, the proposed realignment would shift service from Montopolis Drive to Vargas Road, directly connecting residents to Allison Elementary School, IDEA Montopolis Academy, the Austin Public Library, among others. Route 217 Montopolis Feeder would still maintain service to the Esperanza Crossing Community and key regional connections to the Eastside Bus Plaza and Riverside Drive. Although the route would no longer serve ACC Riverside, the campus will continue to be directly served by Routes 310, 311, and 350.
- **Frequency Adjustment on Routes 661 Far West and 670 North Riverside (UT Shuttles)** – In coordination with our university partners, CapMetro proposes reducing frequencies on these two UT Shuttle routes from every 8-10-minutes to every 15-20-minutes on weekdays. This adjustment better aligns service levels with long-standing declines in ridership, residential enrollment, and student housing in the Far West and Riverside areas. This change allows for potential savings and resources to improve reliability and service delivery and preserves multiple underlying alternatives for students in these corridors.
- **Minor Bus and Rail Schedule Adjustments** – To improve on-time performance, reliability and better serve customers, select routes may receive minor adjustments to their schedules and/or bus stop locations. Specific schedule adjustments are determined further in the service changes process to more accurately respond to evolving traffic conditions and construction in the region. This timing makes sure the schedule best serves customers and more closely reflects available resources. Once available, additional details on the proposed minor schedule adjustments will be available on our webpage and in the subsequent memo.

A detailed overview of the proposed changes is provided in *Appendix A*. If approved, these changes would start on Sunday, August 18, 2026. The proposed changes outlined are in accordance with CapMetro’s proposed FY2026 budget.

Service Equity Analysis and Community Engagement

Under CapMetro’s policy, which aligns with FTA circular 4702.1B, the recommendation for a frequency adjustment on Routes 661 Far West and 670 North Riverside constitute a major service change, as the changes to the routes affect more than 25% of the annual revenue hours or miles.

Accordingly, service equity analyses for the proposed changes were completed and showed a Disparate Impact and Disproportionate Burden for the UT Shuttle frequency changes. While the adjustments on

UT Shuttles Route 661 Far West and 670 North Riverside result in a frequency reduction for customers, these routes will still maintain quality and frequent service (every 15–20-minutes on weekdays) and preserve underlying alternative routes. These changes are being proposed in coordination with our university partners due to the reduction in ridership and the declining student population around East Riverside and Far West. The full analysis and findings of the service equity analyses for the proposed changes are detailed in *Appendix C*.

The proposed August 2026 Service Changes process includes a community engagement plan that involves notifying key stakeholders and communities at-large and soliciting input from potentially impacted interests. Community engagement will kick off on March 20, 2026, and input will also be solicited from CapMetro’s Advisory Committees, customers, member city and school communities, operators, among others. As part of our commitment to public involvement, the community will have an additional opportunity to engage by providing a formal comment opportunity on the proposed service changes during a scheduled public hearing on Wednesday, April 8, 2026.

CapMetro will share information about its proposed August 2026 Service Changes, review community feedback, and summarize its community engagement efforts prior to bringing the proposed service change to the Board for approval on Monday, April 20, 2026. Once the proposed changes are finalized after board review, we will promote final decisions on service through communications and marketing materials. Further details of engagement efforts can be found in *Appendix B*.

Regional Coordination

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

The proposed August 2026 Service Changes focus on enhancing regional connectivity and improving day-to-day service throughout Central Texas. The service changes would strengthen the ability for customers to transfer between CapMetro, CARTS, and Greyhound Bus services at Eastside Bus Plaza, travel more flexibly, and better access key employment, recreational, and essential destinations. Additionally, CapMetro is evaluating minor schedule adjustments for this service change to assist with potential congestion or capacity needs and respond to regional feedback and conditions. Specific schedule adjustments are determined further in the service changes process to more accurately respond to evolving traffic conditions and construction in the region. Once available, additional details on the proposed minor schedule adjustments will be available in our subsequent memo and on our webpage.

The CapMetro Government Affairs and Regional Planning team, in close coordination with Planning and Development staff, continues to facilitate engagement opportunities and ongoing communication about network performance and the service change process with all municipalities within CapMetro’s service area.

Should Board Members have any questions regarding the proposed changes, they should contact Ed.Easton@capmetro.org.

Appendix A: Detailed Overview of Proposed Changes

Realignment of Route 2 Rosewood/Cesar Chavez

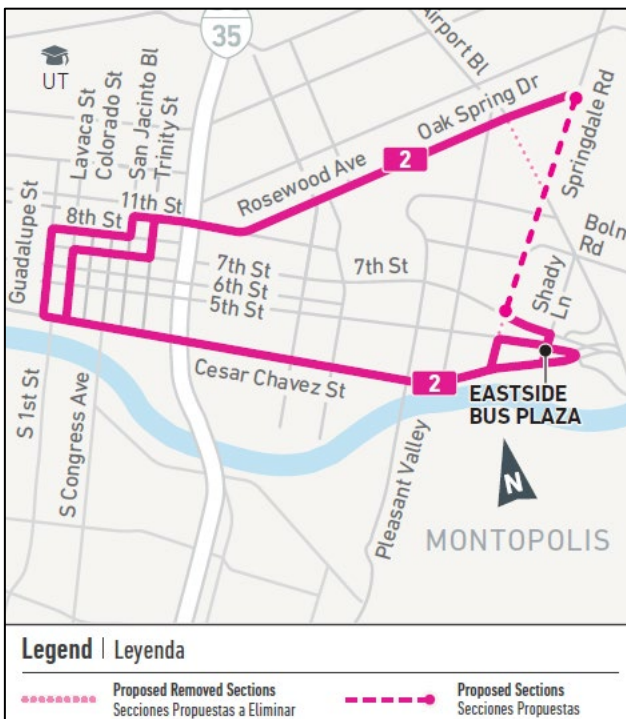
Route 2 Rosewood/Cesar Chavez currently starts at Eastside Bus Plaza, travels west along East Cesar Chavez into Downtown, then heads north to serve Rosewood Avenue, Oak Springs Drive, a short segment of Springdale Road north of Airport Boulevard before turning around and reversing direction. During Transit Plan 2035, frontline staff and operators recommended closing the loop by continuing south on Springdale Road past Airport Boulevard to reconnect with Eastside Bus Plaza.

Feedback received during Transit Plan 2035 engagement showed strong support for this recommendation. Public comments included:

- “Having Route 2 go here makes it a lot more useful! I think it really helps connectivity on the eastside and connecting to downtown.”
- “Completing the loop is a GREAT idea, especially for increasing access to Eastside Bus Plaza to get students to intercity bus services.”
- “Praise for the Route 2 concept, this makes travel easier and helps me get around faster. Can the layover be at Eastside Bus Plaza? Getting rid of the current layover at Oak Springs and Springdale would be awesome.”

The realigned Route 2 Rosewood/Cesar Chavez, shown in *Figure 1*, would fill a long-standing gap on Springdale Road that currently has no transit service and has seen substantial recent development and growth. To close the gap, it would remove service from one stop at Airport Boulevard and Goodwin Avenue, which is located only a block from another existing stop. This change allows more riders to make crosstown and downtown trips without getting onto I-35 and makes it practical for people to

Figure 1: Proposed Realignment of Route 2 Rosewood/Cesar Chavez



utilize transit in lieu of driving. The CPRG program proposes contributing to constructing new bus stops along the gap and supporting the operational cost difference.

Realignment of Route 217 Montopolis Feeder

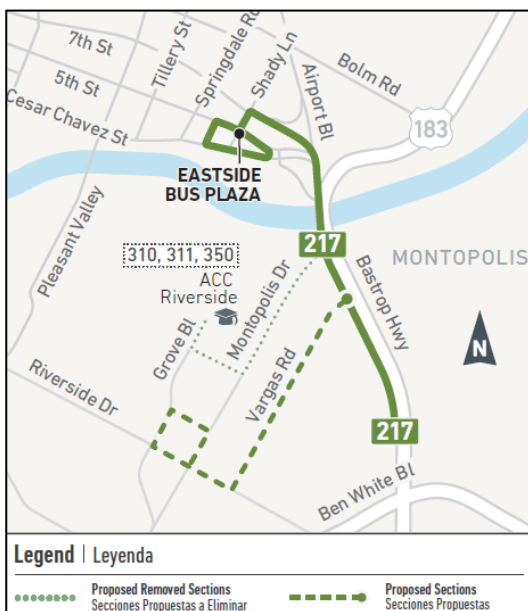
Route 217 is currently a neighborhood feeder connecting residential areas along Montopolis Drive, East Riverside Drive, and the Esperanza Crossing Community to Eastside Bus Plaza and other major transit hubs. The existing route departs from Eastside Bus Plaza, travels south on Montopolis Drive to Hogan Avenue to serve ACC Riverside, then returns north on Montopolis and loops around the US-183 frontage road to serve the Esperanza Crossing community before heading back to the Eastside Bus Plaza. During the fall and spring, the route also provides select school trips to Allison Elementary on Vargas Road (pick-up and drop-off times).

Through Transit Plan 2035 engagement and subsequent outreach, CapMetro staff heard strong interest in more consistent north-south service on Vargas Road to improve access to elementary schools and nearby housing. Community members shared the following feedback:

- *“It’s difficult to travel to the school. It’s a priority to provide better service for younger customers for school access on Vargas and low-income residents from new housing in the neighborhood that’s expected to open soon.”*
- *“Can Route 217 travel along the full length of Vargas Road instead? That would better serve the school for children and parents that may need to visit during different hours.”*
- *“Adjusting this route in 5-10-years is too far.”*

In response, the revised Route 217, as shown in *Figure 2*, would be realigned to operate along Vargas Road and directly serve Allison Elementary School while maintaining service to the Esperanza Crossing community. The southern endpoint would shift from ACC Riverside to the Grove/Riverside stop, where the route would loop via Grove Boulevard, Fairway Street, and Montopolis Drive before using East Riverside Drive to operate in the opposite direction.

Figure 2: Proposed Realignment of Route 217 Montopolis Feeder



This recommendation was originally identified in the 5-10-year phase of Transit Plan 2035 but was advanced into the 0-5-year phase based on community input and the ability to implement the change in a resource-neutral manner. To support the longer alignment while maintaining existing resources, the extended route is proposed to operate every 40 minutes instead of every 30 minutes.

Frequency Adjustment on Routes 661 Far West and 670 North Riverside (UT Shuttles)

As part of the service change process, CapMetro staff reviewed the [UT Shuttle system](#) to match service with student housing trends and enhance reliability. Staff reviewed ridership trends, community feedback, student address distribution data and other criteria. UT Shuttle [Routes 661 Far West](#) and [670 North Riverside](#) emerged as an area of focus due to continued declines in ridership, resource efficiencies, and number of students living within the area. Below summarizes the findings from our analysis.

Changing Ridership Levels and Resource Needs

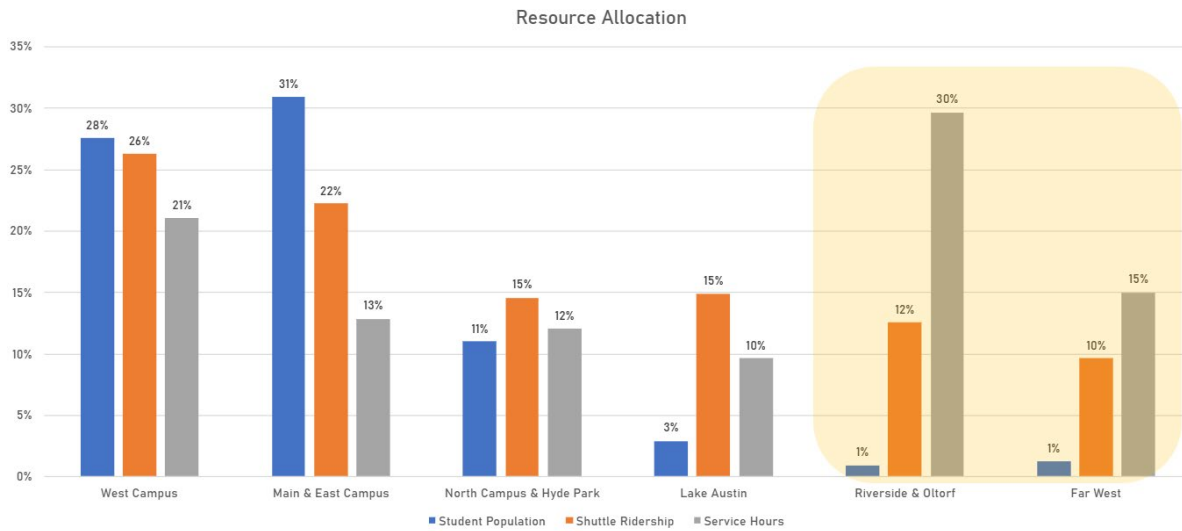
UT Shuttle Routes 661 Far West and 670 North Riverside continue to experience declines in ridership and resource efficiency. Among the UT Shuttle system, these routes require the most service hours to gain each rider, as represented in *Figure 3*. They operate with 8-10-minute peak frequencies and averaged less than 800 weekday riders in Fall 2025. Historically, this level of service was warranted due to ridership trends and the high number of students living within the area. However, ridership for Route 661 and 670 have significantly declined in recent years; since Fall 2019, ridership for Route 661 and 670 has declined by 59% and 80%, respectively.

Changing Student Population in the Riverside Area

Continued trends show high migration of UT students from the Far West and Riverside area, with an estimated 44% and 81% decrease over the last five years, respectively.¹ These trends are expected to continue due to the closure or turnover of student housing complexes in the area and continued concentration of students in the direct periphery of campus. Combined, these two UT Shuttle routes comprise 45% of the UT Shuttle's service hours but only 2% of the estimated student population and 22% of the UT Shuttle's ridership, representing a mismatch of resources.

¹ In connection with the performance of the UT Shuttle system and the ILA between the University of Texas and CapMetro, UT provides access to anonymized student distribution data. The information is protected under the federal laws known as FERPA and is only used in the performance of the UT Shuttle services and for no other purposes whatsoever. In 2025, approximately 70% of students provided an address, of which 67% were within the Austin area. The local addresses are geocoded and projected to the enrollment level. Since some students do not provide an address and some report their family's home address, this process is not a perfect science but provides insight into student residential trends.

Figure 3: UT Shuttle Resource Allocation



Recommendation

Based on the analysis, and in coordination with our university partners, CapMetro proposes reducing frequencies on these two UT Shuttle routes from every 8-10-minutes to every 15-20-minutes on weekdays. This adjustment better aligns service levels with long-standing declines in ridership, residential enrollment, and student housing in the Far West and Riverside areas. This change allows for potential savings and resources to improve reliability and service delivery and preserves multiple underlying alternatives for students in these corridors.

Appendix B: Community Engagement for the Proposed Service Changes

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

- **Regional Conversations with our Member Cities and Regional Partners:**
 - Collaborating with our member cities and regional partners to proactively discuss service change concepts and feedback.
- **Communication and Meetings with Stakeholders and the Community:**
 - 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 Access Committee Meeting on April 1, 2026, and at the Customer Satisfaction Advisory Committee (CSAC) Meeting on April 8, 2026.
- **Operator Communications:**
 - All operators with Keolis will receive notice through posters in breakrooms, direct email, and TimePoint TV.
 - CapMetro will also discuss the proposed changes with operators during at-stop outreach.
- **Service Change Webpage with Comment Box:**
 - The CapMetro [webpage](#) will provide details of the proposed service changes and include an opportunity to provide comments (via Public Input open comment box) and sign-up to speak at the scheduled public hearing.
- **Public Hearing Notice and Public Hearing:**
 - Legal Notices will be posted promoting the Public Hearing on April 8, 2026.
- **At-Stop Outreach with Flyers:**
 - CapMetro will conduct at-stop outreach for proposed route changes.
- **At-Stop Signage:**
 - Signage will be posted at key locations along the corridor.
- **Blockwalking:**
 - Discussing the proposed August 2026 Service Changes with residents.
- **Message Centers:**
 - Signage will be placed onboard directly behind operator's seats.
- **Brochures:**
 - Brochures will be available onboard at the front of the bus.
- **CapMetro Alerts Text Messages:**
 - Email and text will go out to associated subscribers.
- **Email to CapMetro's Contact List and Listserv**
 - Email updates provided to 10,000+ customers, stakeholders, and interested members via our contact list and listserv.
- **Social Media Posts:**
 - General and targeted social media posts to inform the community, riders and non-riders, about the future potential changes.

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

Project Overview

Under CapMetro's policy, which aligns with FTA circular 4702.1B, a major service change constitutes a change that affects more than 25% of the annual revenue hours or miles of the affected route(s). Of the changes proposed for August 2026, the recommendation for a frequency adjustment on Routes 661 Far West and 670 North Riverside met the major service change threshold. Specifically, these major service changes entail:

- **Frequency Adjustment on Routes 661 Far West and 670 North Riverside (UT Shuttles)** – In coordination with our university partners, CapMetro proposes reducing frequencies on these two UT Shuttle routes from every 8-10-minutes to every 15-20-minutes on weekdays. This adjustment better aligns service levels with long-standing declines in ridership, residential enrollment, and student housing in the Far West and Riverside areas. This change allows for potential savings and resources to improve reliability and service delivery and preserves multiple underlying alternatives for students in these corridors.

The other proposed service adjustments, such as the realignment of Route 2 Rosewood/Cesar Chavez and Route 217 Montopolis Feeder, did not meet the threshold for a major service change. For all service adjustments, CapMetro staff consistently consider the potential impacts to vulnerable populations throughout the planning process.

Guidance for Title VI Compliance

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

Title VI Service Equity Analyses Methodology

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

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

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

Analysis

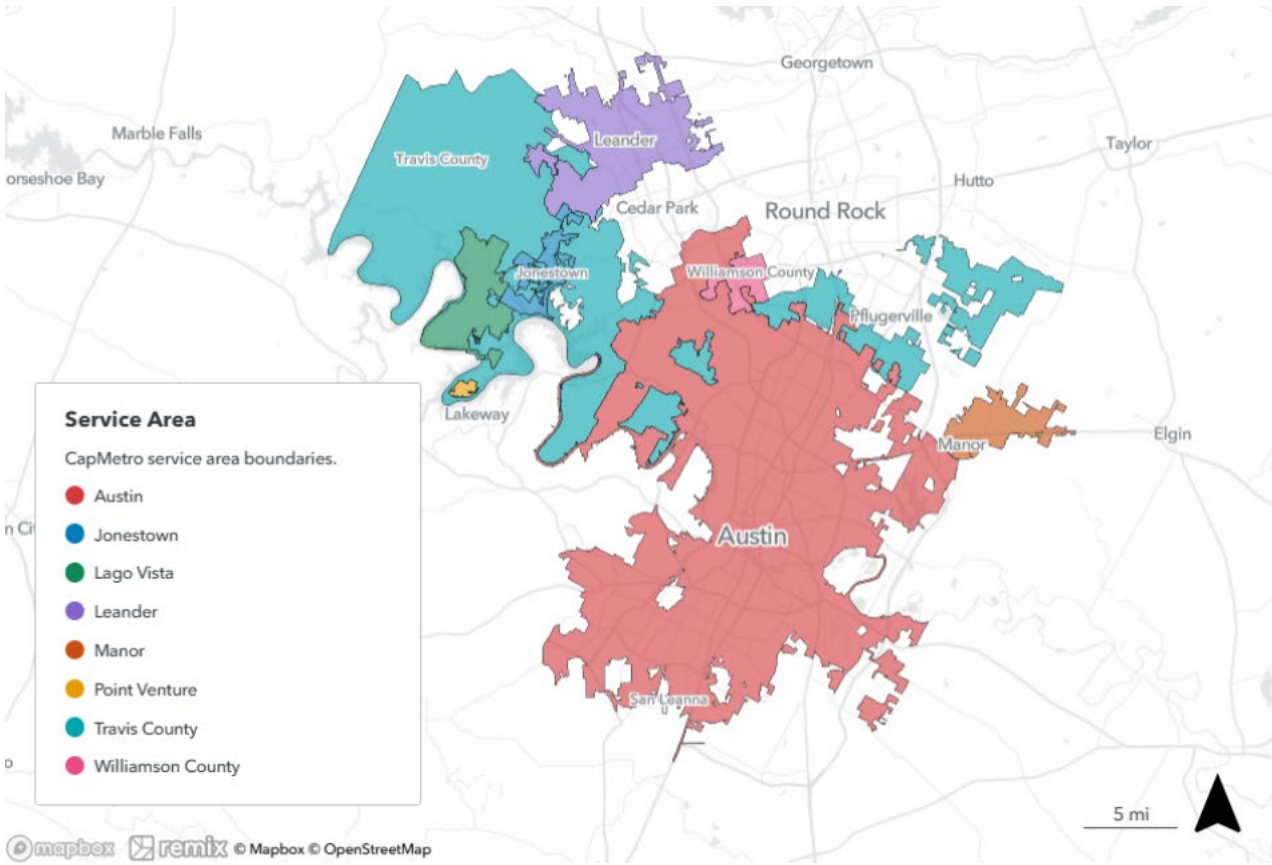
Baseline Data

Onboard survey data is CapMetro’s preferred data source to identify the demographics associated with each route affected by a service change. When onboard survey data is not available, CapMetro staff compare the population served by the proposed routes with the population in the service area using Census data. However, onboard survey data is available for all routes included in this service equity analysis. Based on onboard service data, the population in CapMetro’s service area is 67.7% minority and 49.5% people with low incomes, as shown in the table below.

Table 1: Baseline Data, Onboard Surveys

	Actual Customers
Minority	67.7%
Low-Income	49.5%
Source	2023 Onboard Surveys

Figure 1: CapMetro Service Area



Frequency Adjustment on UT Shuttle Routes 661 Far West and 670 North Riverside

Demographics

Staff utilized onboard survey data to identify the demographics on Route 661 Far West and 670 North Riverside. As shown in Table 1, both routes serve higher than average minority and low-income populations.

Table 2: Demographics of Route 661 and 670 Customers (Onboard Survey)

Route	Minority (Onboard Survey)	Low-Income (Onboard Survey)	Minority	Low-Income
Route 661 Far West	80.6%	50.8%	Yes	Yes
Route 670 North Riverside	75.2%	87.3%	Yes	Yes
Service Area Comparison	67.7%	49.5%		

Analysis

The **percent of minority and low-income populations** served by the proposed changes were compared to the **service area average** to determine whether there is a Disparate Impact or Disproportionate Burden, measured in revenue miles (as required by CapMetro policy).

Minority Results

CapMetro is proposing to decrease the frequency on both of these routes, resulting in an annual decrease of 88,942 revenue miles. This decrease in service will be received by a population that is 78.2% minority (10.5 percentage points higher than the service area average), as shown in the table below. **Conclusion: A Disparate Impact was identified for the changes to Routes 661 and 670.**

Table 2: Minority Results for Routes 661 and 670

Route	Minority Percentage	Revenue Miles Difference	Minority Revenue Miles
Route 661 Existing	80.6%	(49,956.00)	(40,247.31)
Route 670 Existing	75.2%	(38,986.00)	(29,298.48)
All Changes	78.2%	(88,942.00)	(69,545.79)
CapMetro Service Area (Onboard Survey)	67.70%		

Low-Income Results

The decrease in service will be received by a population that is 66.8% low-income (17.3 percentage points higher than the service area average), as shown in the table below. **Conclusion: A Disproportionate Burden was identified for the changes to Routes 661 and 670.**

Table 3: Low-Income Results for Routes 661 and 670

Route	Low Income Percentage	Revenue Miles Difference	Low Income Revenue Miles
Route 661 Existing	50.8%	(49,956.00)	(25,357.41)
Route 670 Existing	87.3%	(38,986.00)	(34,047.59)
All Changes	66.8%	(88,942.00)	(59,405.00)
CapMetro Service Area (Onboard Survey)	49.50%		

Conclusion for the Frequency Adjustment on UT Shuttle Routes 661 Far West and 670 North Riverside

The proposed change to Route 661 Far West and 670 North Riverside will result in less frequency for customers who ride these routes, however, the routes will still operate frequent 15–20-minute service, maintaining quality and frequent service. The routes have also not met our UT Shuttle route standards for some time, and the resources allocated to these two routes serve a small and declining student population (see Figure 1 in Appendix A). CapMetro will be able to distribute these resources throughout the CapMetro system to ensure reliable service for all routes, many of which are used by a higher population of students (whether UT Shuttle routes or not). CapMetro considered and analyzed alternatives, including keeping the UT Shuttle routes as is. While these alternatives might have a less disparate impact on minority riders these alternatives fail to accomplish CapMetro's legitimate goal of reallocating resources to support the entire transit system. In addition to maintaining frequent service on Routes 661 and 670, CapMetro provides alternatives for low-income riders affected by this change, including Route 30 Barton Creek / Bull Creek, which operates along many of the same segments of

Route 661 Far West, as well as Route 20 Manor Rd / Riverside, which operates along many of the same segments as Route 670 North Riverside. As this change will benefit the network as a whole, CapMetro has a substantial legitimate business case to implement this change.

Board of Directors

Item #: AI-2025-1728

Agenda Date: 4/20/2026

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Shelton-Keller Group, Inc. to provide and install furniture for the 3100 East 5th Street Administration Building in an amount not to exceed \$2,538,792, which includes 20% contingency.

FISCAL IMPACT:

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

STRATEGIC PLAN:

Strategic Goal Alignment:

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

EXPLANATION OF STRATEGIC ALIGNMENT: The furniture and appurtenances provided via this request are primarily for Levels 1 and 2 along with some furniture additions to Level 3 at CapMetro’s administrative facility at 3100 East 5th Street. This will allow CapMetro to continue to invest in a productive and valued workforce, creating an ergonomic environment that attracts, supports, and retains the employees who drive CapMetro’s customer service experience and support its operations and maintenance workforce.

BUSINESS CASE: Furnishing the newly renovated 3100 East 5th Street Administration Building Levels 1 & 2 space and supplementing the furniture on Level 3 will comply with current CapMetro Workplace Standards. Creating this efficient and usable workspace will improve workplace efficacy to better support CapMetro’s staff functions. The product provided by this Contract will primarily furnish the areas in the facility currently targeted for construction completion in FY26. Approximately 4% of the total furniture cost included herein will supplement the existing furniture on Level 3. The funding for this project is included in the FY2026 Capital Budget.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on April 20, 2026.

EXECUTIVE SUMMARY: To increase efficiency and reliability along with providing a better working environment, the Agency has identified the need to provide new furniture for the newly renovated space at 3100 East 5th Street Levels 1 & 2 and to supplement the furniture on Level 3. Services under this contract also include delivery, assembly and related electrical wiring. The furniture will comply with CapMetro’s current

Workplace Standards. The furniture will be purchased and installed in FY2026.

SBE PARTICIPATION: 0% SBE goal was assigned to this procurement because it did not include subcontracting opportunities.

PROCUREMENT: CapMetro will utilize the following OMNIA Partners Cooperative Contracts for Furniture, Installation and Related Services to contract with authorized dealer Shelton-Keller Group, Inc., to provide and install office furniture for 3100 East 5th Street Administration Building:

- AllSteel OMNIA Partners Contract No. R240102
- HON Company LLC. OMNIA Partners Contract No. R240117
- Kimball International Brands Inc. OMNIA Partners Contract No. R240108
- Enwork OMNIA Partners Contract No. R240103
- Safco Products OMNIA Partners Contract No. R240114

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 3100 East 5th Street furniture is determined to be fair & reasonable by the OMNIA Partners organization during its solicitation and award process. The not to exceed cost to provide and install furniture for 3100 East 5th Street Administration Building with a 20% contingency is as follows:

Description	Not to Exceed
Office Furniture for 3100 East 5 th Street Administration Building	\$2,115,660.
20% Contingency:	\$423,132.
Total Board Approval Amount:	\$2,538.792.

RESPONSIBLE DEPARTMENT: Capital Construction Engineering & Design (CCED)

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2025-1728

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to provide administrative workspace that promotes efficient and effective operations and promotes a culture of communication and efficiency; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to purchase, stage, deliver, and install furniture at 3100 East 5th Street Administration Building Levels 1, 2, & partially on 3.

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 Shelton-Keller Group, Inc. to provide and install furniture for the 3100 East 5th Street Administration Building in an amount not to exceed \$2,538,792, which includes 20% contingency.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2026-1792

Agenda Date: 4/20/2026

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with the Texas Department of Information Resources, to renew Salesforce Service Cloud Licensing, for a term of one (1) year, in a total amount not to exceed \$500,305.

FISCAL IMPACT:

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

STRATEGIC PLAN:

Strategic Goal Alignment:

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

EXPLANATION OF STRATEGIC ALIGNMENT: Salesforce Service Cloud supports CapMetro’s customer experience strategy by providing a centralized platform for managing rider inquiries, complaints, and service requests. The system enables Customer Care representatives to efficiently track, respond to, and resolve customer issues across multiple channels, improving service responsiveness and accountability.

The platform also improves organizational effectiveness by consolidating customer interaction data into a single system of record, enabling analytics, reporting, and operational insights that support continuous improvement in service delivery.

BUSINESS CASE: Salesforce Service Cloud is the primary platform used by CapMetro’s Customer Care team to manage customer inquiries, complaints, and service requests related to transit operations. This annual renewal ensures continued access to the agency’s centralized customer service platform, which enables staff to track, manage, and resolve rider cases submitted through phone, web, and other communication channels.

As part of this renewal, CapMetro reviewed system utilization and optimized license allocations, reducing the number of Service Cloud user licenses from 200 to 140. This right-sizing effort aligns system capacity with actual operational needs while maintaining full support for Customer Care operations. Renewing the platform ensures continuity of service, preserves integrations with operational systems, and supports the agency’s ability to monitor and improve customer service performance.

COMMITTEE RECOMMENDATION: The item will be presented to the full board on April 20, 2026.

EXECUTIVE SUMMARY: Salesforce Service Cloud is CapMetro’s primary platform for managing customer inquiries, complaints, and service requests submitted through phone, web, and other communication channels. This contract renewal includes an optimization of user licenses to better align with operational needs and control costs, ensuring uninterrupted operation of CapMetro’s customer service platform and supports the agency’s commitment to responsive and effective customer service.

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

PROCUREMENT: CapMetro will utilize the Texas Department of Information Resources (DIR) Interlocal Contract No. DIR-SS-ILC0030 held by DIR and CapMetro for Shared Technology Services to renew Salesforce Service Cloud Licensing for a term of one (1) year.

DIR awarded contracts are made available for use by CapMetro via Title 7, Intergovernmental Relations Chapter 791, Interlocal Cooperation Contracts and The Texas Interlocal Cooperation Act. Purchases made using DIR contracts satisfy otherwise applicable competitive bidding requirements. Texas Government Code, Section 2054.0565 (b) states that DIR Contracts meet competitive requirements for all governmental entities.

The total not to exceed amount of DIR’s Shared Technology Service for a one (1) year renewal of Salesforce Service Cloud Licensing including DIR fees is as follows:

Description	Not To Exceed
Salesforce Service Cloud Licensing Renewal	\$500,305.

RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2026-1792

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro Management endeavor to continue support of a Customer Relationship Management 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 the Texas Department of Information Resources, to renew Salesforce Service Cloud Licensing, for a term of one (1) year, in a total amount not to exceed \$500,305.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2026-1795

Agenda Date: 4/20/2026

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an ILA amendment with the City of Austin to reimburse CapMetro an additional \$5,000,000 for circulator services as part of the Climate Pollution Reduction Grant (CPRG), for new total reimbursable amount for the ILA to \$15,000,000 for five years.

FISCAL IMPACT:

This action reimburses CapMetro for expenses incurred.

STRATEGIC PLAN:

Strategic Goal Alignment:

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

EXPLANATION OF STRATEGIC ALIGNMENT: The Climate Pollution Reduction Grant (CPRG) is a regional effort to apply transportation demand management (TDM) strategies during a time of significant disruption related to construction of transportation and mobility infrastructure. CapMetro will utilize funds from the grant to reduce the impact of detours to service and improve regional commutes through services, amenities, and communication. These efforts will work in parallel with our partners' efforts to provide commuting alternatives to the region for the benefit of lowering emissions.

BUSINESS CASE: CapMetro will partner with other agencies in the region to provide transportation alternatives to driving and amenities to help support mode shift as an alternative during major construction and infrastructure projects. CapMetro will provide circulator services that connect customers to downtown during this time of disruption. CPRG funds will support service impacts to the bus network.

COMMITTEE RECOMMENDATION: The item will be presented to the full board on April 20, 2026.

EXECUTIVE SUMMARY: The City of Austin was awarded a \$47,854,062 Climate Pollution Reduction Grant (CPRG) by the Environmental Protection Agency in June 2024. CPRG is a coordinated regional approach to transportation demand management as the region embarks on significant infrastructure investment and construction related impacts. A coalition of partners including the City of Austin, CapMetro, CAMPO, CARTS, CAPCOG, Movability, and TxDOT participate in implementing projects from the grant. Each partner has a role

to play in implementing the effort. CapMetro will take the lead on service implementation of CapMetro services to account for construction disruption and be a key supporter of the implementation of infrastructure investments to CapMetro facilities and systems.

The CPRG projects that CapMetro will lead include investments to maintain service frequency in impacted construction areas and commuting improvements. CapMetro will support additional CPRG projects where they apply to CapMetro assets and systems.

An additional project within the CPRG is for Circulator services in and around downtown Austin for \$5,000,000. CapMetro will be able to support this project through implementation of the August 2026 service changes, which include enhancements to the Route 2.

Current CapMetro ILA for CPRG projects:	\$10,000,000
<u>ILA amendment for CPRG Circulator project:</u>	<u>\$ 5,000,000</u>
Total ILA amount after amendment:	\$15,000,000

SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Strategic Planning & Development

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2026-1795

WHEREAS, The City of Austin submitted an application for the 2024 Climate Pollution Reduction Grant (CPRG) administered by the U.S. Environmental Protection Agency (EPA)

WHEREAS the City of Austin accepted the award of a \$47,854,062 CPRG from the EPA in October 2024; and

WHEREAS, CapMetro is the metropolitan transportation authority in the City of Austin and neighboring municipalities; and

WHEREAS the Central Texas region will be impacted by significant infrastructure construction in the coming years, including the I-35 Capital Express project; and

WHEREAS, the City of Austin has partnered with CapMetro, Capital Area Metropolitan Planning Organization, Capital Area Rural Transit System, Capital Area Council of Governments, Movability, and the Texas Department of Transportation to implement projects using CPRG funds from 2025-2030; and

WHEREAS, CapMetro has an existing ILA with the City of Austin to provide transportation services to support the CPRG program in the amount of \$10,000,000; and

WHEREAS, CapMetro can continue to support the CPRG program by providing circulator transportation services in and around downtown Austin in an amount up to \$5,000,000, as per the EPA grant.

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 ILA amendment with the City of Austin for the reimbursement of circulator services as part of the Climate Pollution Reduction Grant (CPRG) for an additional \$5,000,000. This ILA amendment brings the total reimbursable amount for CPRG services to \$15,000,000 over the course of five years.

Secretary of the Board
Becki Ross

Date: _____

**FIRST AMENDMENT
TO THE
INTERLOCAL COOPERATION AGREEMENT
FOR
CLIMATE POLLUTION REDUCTION GRANT IMPLEMENTATION
BETWEEN
THE CITY OF AUSTIN
AND
THE CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY**

This First Amendment (this “Amendment”) to the Interlocal Cooperation Agreement is made by and between the City of Austin (“City”), a Texas home-rule city and municipal corporation, and the 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 (individually referred to as a “Party” and collectively referred to as the “Parties”), upon the premises and for the consideration stated herein.

WHEREAS, the City and CapMetro entered into an Interlocal Cooperation Agreement dated June 2025 (the “Agreement”) for the purpose of specifying the Parties’ obligations and expectations to achieve the goals and deliverables for the United States Environmental Protection Agency’s Climate Pollution Reduction Grants program, which provides nearly \$5 billion in grants to states, local governments, tribes, and territories to develop and implement ambitious plans for reducing greenhouse gas emissions, and other harmful air pollution; and

WHEREAS, the City agreed to reimburse CapMetro for the construction, development, or installation of projects under the Agreement in an amount not to exceed Ten Million Dollars (\$10,000,000), and provided that the Agreement may be amended to adjust the City’s financial obligation if additional opportunities arise; and

WHEREAS, the Parties desire to amend the Agreement to add funding to the City’s financial obligation to reimburse CapMetro under the terms of the Agreement.

NOW, THEREFORE, BE IT RESOLVED; 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. Part 4(a) of the Agreement is amended as follows:

- (a) City will reimburse CapMetro for the construction, development, or installation of Projects under this Agreement in an amount not to exceed ~~Ten~~ FIFTEEN MILLION DOLLARS (~~\$10~~15,000,000) as more specifically described in the amended “Exhibit B-” attached hereto. If additional opportunities arise, the financial obligation of this Agreement may

be amended per amendment terms.

2. 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 nor releases any default hereunder.
3. Capitalized Terms. Capitalized terms used in this Amendment and not otherwise defined have the meanings assigned to them in the Agreement.
4. 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.
5. Effective Date. This Amendment will be effective on the date of the last Party to sign.
6. 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.
7. Incorporation. The recitals set forth above and the attached exhibit are incorporated herein.
8. Counterparts; Electronic Signatures. 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.

(Signature Page Follows)

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:

CITY OF AUSTIN, TEXAS

By: _____
Michael Rogers, Assistant City Manager

Date: _____

Approved as to form:

Angela C. Rodriguez
Assistant City Attorney

CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY

By: _____
Dottie Watkins, President & CEO

Date: _____

Approved as to form:

Associate Counsel

EXHIBIT B – Scope of Projects and Services

CapMetro, a metropolitan transit agency, holds jurisdiction over the City of Austin public transit system and brings history of TDM planning and implementation. CapMetro will lead implementation of Task 1.2 and Task 1.3 and be a key supporter of Task 2.1, 2.2, 2.3, 2.5 & 3.1 as those will involve, in part, CapMetro facilities, services and systems. CapMetro manages the public transit systems of their respective jurisdictions and has collaborated extensively with the other partners.

On June 24, 2024 CapMetro signed a Memorandum of Agreement confirming its intent to support the City of Austin’s application for a regional Transportation Demand Management program under the Climate Pollution Reduction Grant (CPRG) Implementation Program, and committed in the grant application to collaboratively develop tailored transit service enhancements aimed at addressing short-term and long-term construction mitigation measures associated with impacted projects as part of the grant’s scoping and initiation process. For this ILA, a transit service enhancement is defined as additional trips on CapMetro Local/Rapid routes, which enable the agency to increase or maintain the frequency of service on those routes during construction, and/or an increase in the number of trips operated on CapMetro Express/Flyer routes, which provide more trip options for commuters during peak hours.

The scope of projects and services to be provided by CapMetro as part of the CPRG Program is varied and could include, but is not limited to, bus stop relocations, route changes, and service enhancements aimed at maintaining existing and attracting new transit riders by mitigating short-term construction impacts, while also addressing long-term transportation demand and system management needs.

Task Name	Description	CapMetro Role	Deliverable	Responsibility
Task 1.2	Increase or maintain the frequency of CapMetro service or number of CapMetro trips provided during peak times in the construction period	Implementor	Provide service enhancements to its existing bus and pickup routes, adjacent to construction projects	
Task 1.3	Small-scale shuttle service/circulators	Implementor	Increased connectivity and bidirectional movement of CapMetro Route 2	
Task 2.1	Mobility hub amenity enhancement	Support		Includes CapMetro properties and will need to have the necessary allocations to install or maintain amenities
Task 2.2	Large-scale bicycle storage at mobility hubs and/or park and rides	Support		Includes CapMetro properties and will need to have the necessary allocations to install or maintain amenities

				Includes CapMetro's asset of the bicycle storage cages
Task 2.3	Dynamic parking for parking spaces	Support		Includes CapMetro facilities of park and rides as well as monitoring amenities. <i>*A possibility of using existing equipment is an option and allocations should be allotted to CapMetro for investing in the appropriate systems to support the grant.</i>
Task 2.5	AQI data monitoring infrastructure	Support		Includes 2-3 air quality sensors on mounted on Cap Metro busses (procurement and O&M to be managed by CAPCOG and City)
Task 3.1	Provide transportation wallets, subsidies, incentives, and rewards for commuters to take low-GHG trips in place of SOV trips	Support		CapMetro provides programs through its fare payment app to address components of the task, utilizing existing means within the software. <i>*If additional programs are sought after, allocations will need to be distributed to CapMetro for implementation of that effort.</i>

Year	Task 1.2 and Task 1.3 Milestones (Implementor Role)
1 (2025)	1.2: Assessment of routes to receive enhanced service completed, in partnership with the community. 1.3: Logistics and planning begins.
	<i>1.2: Community engagement has begun and continues throughout year 1.</i>
2 (2026)	1.2 and 1.3: CapMetro service enhancements begins, maintaining service through to the end of the grant. Community engagement continues.
3 (2027)	1.2 and 1.3: Enhanced services continue to operate. Community engagement continues.
4 (2028)	1.2 and 1.3: Enhanced services continue to operate. <i>Community engagement continues.</i>
5 (2029)	1.2 and 1.3: Enhanced services continue to operate. <i>Community Engagement continues.</i>
	1.2 and 1.3: Measure close out is completed and final outputs and outcomes reported to the EPA.

Overall Budget: Not to Exceed \$15,000,000

The budget is necessary to improve the reliability and usability of the transit system to attract and retain new transit riders, key to the project's GHG emissions reduction strategy. The budget is to support Measures 1, 2 and/or 3 as mutually agreed upon by both parties. Funding to cost

up to \$15,000,000 over the five-year period (until December 31, 2029). The City and CapMetro may negotiate and approve changes to the scope of services by written instrument which shall be an addendum to this agreement.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2026-1800

Agenda Date: 4/20/2026

Public Safety and Security Initiatives Update



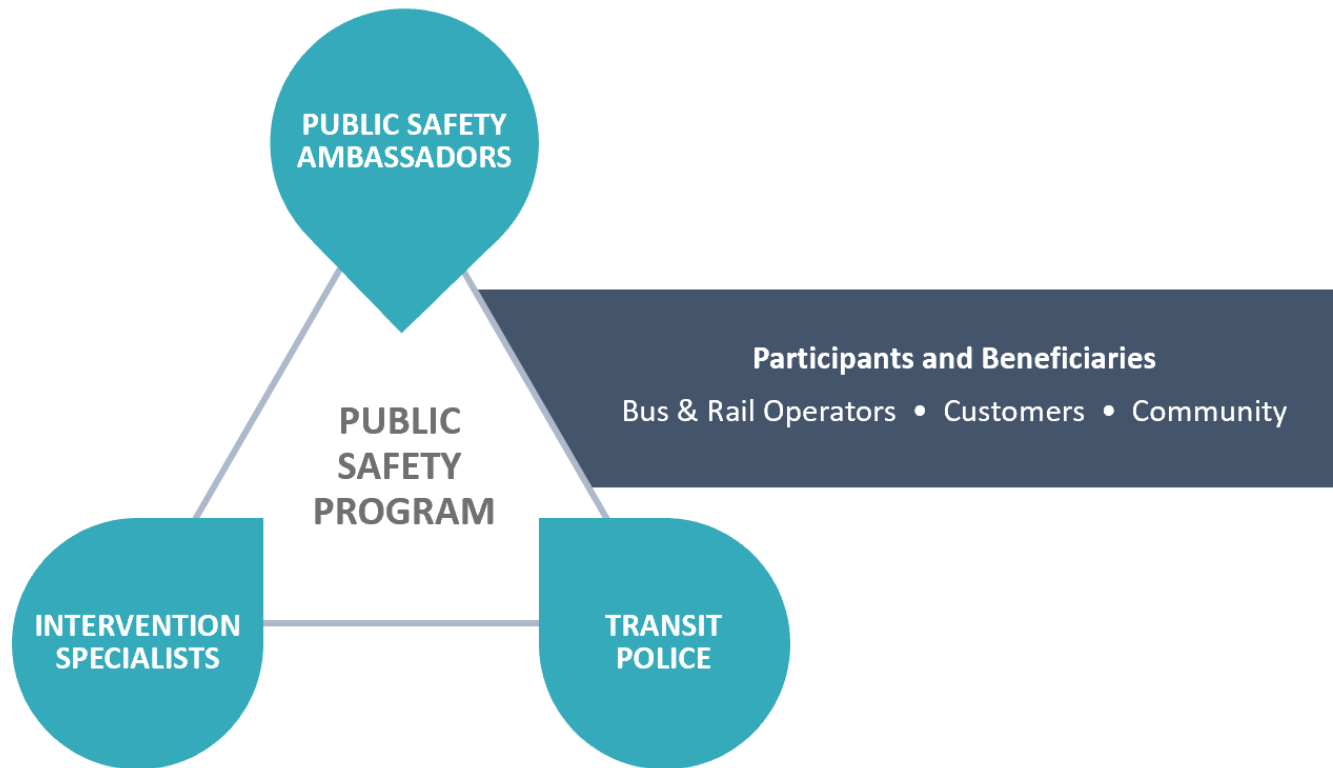
Public Safety Update

Public Safety Ambassadors
Security Technology

Board of Directors Meeting

April 20, 2026

CapMetro Public Safety



Public Safety Ambassador Program



Public Safety Coordination

- The ambassadors coordinate closely with Community Intervention Specialists and Transit Police
- Collaborative problem-solving initiatives recurring issues and strengthening community engagement



Past 12 Months of Activity

Activity	Monthly Average	Annual Total
Transit Centers	588	7,056
Bus Stops	439	5,269
Customer Contacts	2,745	32,944
Employee Contacts	1,405	16,869
Security Calls	155	1,863
Self-Initiated activity	1,181	14,179
CIS referrals	15	182

Proactive activity

- Conduct routine patrols
- Engage with customers
reinforce code of conduct
- Monitor environmental factors
such as lighting to proactively
mitigate safety concerns
before they escalate



Training & Coordination



Training

- APD Bomb Recognition
- DHS First Observer
- Code of Conduct
- CPR / First Aid

Coordination

- CapMetro Transit Police
- CIS Referrals

Community Engagement

Support outreach initiatives to foster lasting community partnerships, such as:

- Halloween Trunk or Treat
- ACC Spring Break Survivor



Special Assignments and Initiatives

- Bus Rodeos
- UMO Launch
- Tech Ridge Security
- Westgate Security
- Fare system transition
- Cold Weather Shelter
- South By Southwest





Questions



Security Technology



Strategic Goals

- Enhance Video Coverage
- Strengthen Access Control System
- Integrate Advanced Technology
- Regional Integration
- Performance Excellence (90% up time)
- Governance

Security Technology Program Elements



- Video systems
- Access control systems
- Maintenance and repair
 - 930 Facility cameras
 - 5,869 Vehicle cameras
- Capital Project Support
- Administrative Policies and procedures

Current Projects

- Park & Ride cameras
- Rail crossing cameras
- Access control system
- Vehicle cameras
- PV & Expo Rapid video
- Four capital projects



Other Security Technology work

- Security Assessments
- Crime Prevention Through Environmental Design (CPTED)
- Safety & Security Certification Committee (SSCC)
- Threat & Vulnerability Assessments (TVA)

Frequency of Occurrence	T&V Severity Categories			
	1 Catastrophic	2 Critical	3 Marginal	4 Negligible
Frequent (A)	1A	2A	3A	4A
Probable (B)	1B	2B	3B	4B
Occasional (C)	1C	2C	3C	4C
Remote (D)	1D	2D	3D	4D
Improbable (E)	1E	2E	3E	4E
Eliminated (F)	1F	2F	3F	4F



Thank you!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2026-1809

Agenda Date: 4/20/2026

President and CEO Monthly Update - April 2026

President's Report

April 2026



CapMetro in the Community

Frontline Graduation



Mobility Committee Ride





Strategic Plan 2030

Update

Our Critical Results for the Next Five Years



Enhance service quality through reliability and security improvements



Increase ridership in the region



Ensure fiscal responsibility guides all the organization's activities



Work to make CapMetro a significant and integral component of transportation in the region

Customer Experience Hub

Strategic Plan 2030 | April 2026 Progress Update

What We Did

- Transitioned from Customer Satisfaction Survey to a CX Survey model in 2024
- Conducted qualitative research to identify rider pain points
- Identified three priority improvement areas: frequency/reliability, rule & fare enforcement, and the CapMetro App
- Launched public CX Hub at capmetro.org/cxhub sharing action plans and progress transparently
- Added new annual Pickup and Access surveys for 2026; all surveys currently underway

Streamline Customer & Community Feedback

Strategic Plan 2030 | April 2026 Progress Update

A – CRM Capabilities

On Track

Salesforce Service Cloud fully deployed for Customer Care. Email-to-Case in testing. 10+ additional CRM tools identified across departments.

B – Response Process

In Progress

Intake, triage, and response workflows defined within Customer Care. Cross-department standardization planned as CRM strategy is finalized.

C – Staff Guidance

Foundation Set

Guidance established for Customer Care, providing a strong foundation to expand across additional systems and departments.

D – Monitoring

Not Started

Reporting capabilities available in Salesforce. Baseline metrics and monitoring framework still to be defined.

Next: Align on CRM strategy (consolidate vs. integrate) | Deploy AI reporting | Cross-department process & guidance | Define baseline metrics



Customer Care

Total Contacts

14,695

Call Volume

12,805

Total Contact Volume

Up ~11.0%

Call Volume Driven By:

- Tap-to-Pay
- Ending Physical Cards
- Austin Events – SXSW, VP Visit, Austin FC Matches, Demonstrations



CEO Outreach & Engagement

Key Activities This Month



Thank You!

April 2026



Mayor Pro Tem of Leander

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

The Bus Coalition Board Retreat

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

New GM of Austin Energy

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

Joint Meeting: CapMetro, ATP, COA

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

Austin Deputy City Manager

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

Austin Transit Partnership Board

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

