



Agenda - Final revised
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, April 21, 2025

12:00 PM

Rosa Parks Boardroom

This meeting will be livestreamed at capmetrotx.legistar.com

I. Call to Order

II. Safety Briefing

III. Recognition:

1. Bus Operator Glenn Palmer
2. Customer Management Support Specialist John Reyna

IV. Public Comment:

V. Advisory Committee Updates:

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

VI. Board Committee Updates:

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

VII. Consent Items:

1. Approval of minutes from the March 12, 2025 Public Hearing and the March 24, 2025 Board Meeting.

2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract by utilizing the Department of Information Resources (DIR), held by The eConsortium Group, for Cisco Branded Products and Related Services, to replace network infrastructure technology, for a term of ninety (90) days from notice to proceed, in a total amount not to exceed \$449,192.
3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract modification with UNUM for life, accidental death and dismemberment insurance, disability benefits, FMLA administration, and other voluntary benefits to employees, to increase the contract by \$960,313 and extend the contract through December 31, 2025. The new total not to exceed contract amount is \$4,313,195.

VIII. Action Items:

1. Approval of a resolution authorizing the President & CEO, or her designee, to adopt the CapMetro Bikeshare fares and fees for users of the Bikeshare system.

Memo: Proposed August 2025 Bikeshare Fare Adjustment (March 24, 2025)
2. Approval of a resolution approving the August 2025 Service Change Title VI Equity Analysis and authorizing the President & CEO, or her designee, to implement the August 2025 Service Changes.

Memo: Proposed August 2025 Service Changes (March 18, 2025)
- * Memo: Updates on the Proposed August 2025 Service Changes (April 15, 2025)
3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a month-to-month lease with 1303 Properties Ltd. DBA Travis Properties for approximately 7,052 square feet of rentable square feet of office space on the first floor of the Travis Building located at 209 West 9th Street, Austin, TX 78701, extending the month to month lease through September 30, 2026 for a total amount not to exceed \$925,575.
4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Modern Rail Systems to purchase, install, test and commission defect detectors on the Central Subdivision installing two new locations for a base term of one (1) year in an amount not to exceed \$900,507.

IX. Report:

1. President and CEO Monthly Update - April 2025

X. Memos:

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

1. Memo: Update on CapMetro's HMIS Pass (March 26, 2025)
2. Memo: Transit Police Oversight (April 16, 2025)

XI. Items for Future Discussion:

XII. Adjournment

ADA Compliance

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

Wednesday, April 9, 2025

6:00 PM

Virtual Presentation

CapMetro Employees: Peter Breton, Ariel Marlowe, Kelsey Lammy, Emma Martinez, Brandi Mohler, Marcella Wood.

Committee Members: Arlo Brandt, Betsy Greenberg, Fangda Lu, Ephraim Taylor, Diana Wheeler.

Guests: Reece Armstrong, Dominic DeNiro, Pedro Hernandez, Jr.

Meeting called to order at 6:11 PM

Welcome / Introductions / Call to Order

Vice-Chair Brandt

Approval of the March minutes - Betsy Greenberg / 2nd Ephraim Taylor – passes unanimously

Public Communications

Ruven Brooks provided public communication.

Proposed August 2025 Service Change

Emma Martinez, Senior Planner

Participated in Discussion / Q&A:

Reece Armstrong, Ruven Brooks, Betsy Greenberg, Fangda Lu, Emma Martinez, and Ephraim Taylor.

CapMetro Bikeshare Fare Adjustment

Brandi Mohler, Director of Revenue and Fares

Peter Breton, Sr. Community Engagement Coordinator

Participated in Discussion / Q&A:

Arlo Brandt, Reece Armstrong, Peter Breton, Brandi Mohler, Dominic DeNiro, and Ephraim Taylor.

Meeting adjourned at 7:12 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 2, 2025

5:30 PM

Virtual Presentation

CapMetro Employees: Peter Breton, Linda English, Louise Friedlander, Roberto Gonzalez, Art Jackson, Martin Kareithi, Kelsey Lammy, Julie Lampkin, Ariel Marlowe, Emma Martinez, Sara Sanford, Randy Slaughter, Kris Turner, Roberto Velasquez, Chris Westbrook.

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

Supporting Staff: Emma Fricker, John Henderson, Monique Cooper, Nick Milum, Tim Shaw.

Meeting Quorum Not Met; Standing items were tabled, but staff presentations continued. Presentations started at 5:35 PM

Welcome / Introductions / Call to Order

Chair Hunt

Public Communications

Peter Breton, Audrea Diaz, Mike Gorse, and Paul Hunt provided public comment.

Proposed August 2025 Service Change

Emma Martinez, Senior Planner

Participated in Discussion / Q&A:

Paul Hunt.

Spare Automated IVRs

Sara Sanford, Sr. Director of Demand Response and Microtransit Services

Participated in Discussion / Q&A:

Peter Breton, Mike Gorse, Paul Hunt, Sara Sanford.

Meeting adjourned at 6:28 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-2025-1443

Agenda Date: 4/21/2025

Approval of minutes from the March 12, 2025 Public Hearing and the March 24, 2025 Board Meeting.



Minutes
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
 Austin, TX 78702

Wednesday, March 12, 2025

12:00 PM

Rosa Parks Boardroom

Public Hearing on Proposed June 2025 Service Changes

I. Call to Order

12:00 p.m. Meeting Called to Order

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

II. Presentation

1. Proposed June 2025 Service Changes

III. Public Comment:

Deb Miller and Zenobia Joseph provided public comments.

IV. Adjournment

12:13 p.m. Hearing Adjourned

ADA Compliance

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

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

Minutes
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, March 24, 2025

12:00 PM

Rosa Parks Boardroom

I. Call to Order

12:00 p.m. Meeting Called to Order with Vice Chair Ellis presiding.

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

II. Safety Briefing:

III. Public Comment:

Gwen Rowling, Sherri Taylor, Deb Miller, LaNell Johnson and Zenobia Joseph provided public comments.

IV. Advisory Committee Updates:

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

V. Board Committee Updates:

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

VI. Consent Items:

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

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

1. Approval of minutes from the February 24, 2025 board meeting.
2. Approval of a resolution updating the Charter Statement for the Finance, Audit and Administration Committee.
3. Approval of a resolution updating the Charter Statement for the Operations, Planning and Safety Committee.
4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an encroachment agreement with the City of Pflugerville on CapMetro-owned property located at 10805 Cameron Road, Austin, Texas, for the purpose of providing new storm water drainage infrastructure related to construction of CapMetro's new North Base Demand Response Facility.
5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an interlocal agreement (ILA) with the City of Austin to support the connection of public safety dispatch radio consoles and other equipment to the GATRRS Master Site network for an estimated amount not to exceed \$140,000.
6. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with 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 CRM Software licensing for one (1) year for a total amount not to exceed \$435,699.
7. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute the granting of a restrictive covenant to the City of Austin on CapMetro-owned property located on 25 acres of land at 10805 Cameron Road, Austin, Texas for the purpose of creating an Integrated Pest Management plan for an onsite stormwater infrastructure.

VII. Action Items:

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

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

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

Memo: Updates on the Proposed June 2025 Service Changes (March 17, 2025)

2. Approval of a resolution authorizing the President & CEO, or her designee, to amend the CapMetro Acquisition Policy to incorporate information from the recently revised FTA Third-Party Contracting Guidance (FTA Circular 4220.1G) and revise guidelines to align with industry standards.

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

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

3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Trapeze Software Group, Inc., dba Vontas for replacement of the CapMetro computer aided dispatch / automatic vehicle location (CAD/AVL) system, for a two (2) year base period and three (3) one-year option periods for a grand total not to exceed amount of \$9,190,649 which includes 10% contingency.

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

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

4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract modification with Simply Klean LLC for janitorial services to add \$1,200,000 to the contract, for a new total not to exceed amount of \$6,030,001.

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: Stratton, Ross, Harriss, Vela, Bangle, Ellis, and Qadri

VIII. Discussion Items:

1. Update on CapMetro's Long Range Vision

IX. Report:

1. President and CEO Monthly Update - March 2025

X. Items for Future Discussion:

XI. Adjournment

1:18 p.m. Meeting Adjourned

ADA Compliance

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

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

Board of Directors

Item #: AI-2025-1422

Agenda Date: 4/21/2025

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract by utilizing the Department of Information Resources (DIR), held by The eConsortium Group, for Cisco Branded Products and Related Services, to replace network infrastructure technology, for a term of ninety (90) days from notice to proceed, in a total amount not to exceed \$449,192.

FISCAL IMPACT:

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

STRATEGIC PLAN:

Strategic Goal Alignment:

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

Strategic Objectives:

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

EXPLANATION OF STRATEGIC ALIGNMENT: Maintaining and replacing network infrastructure technology such as routers, firewalls, and switches in a state of good repair ensures stable and reliable systems available to both internal and external customers.

BUSINESS CASE: This is a state of good repair initiative to replace network infrastructure technologies that have exceeded their useful life. The lifecycle of the typical network infrastructure technology is four to seven years. Each year out of life cycle network infrastructure technology is replaced to maintain a state of good repair. Failure to act will result in issues with network performance and reliability as well as increasing the risk of outages. Annually, the overall design, security, and roadmap is reviewed for implementation of a long term

secure and robust solution that supports business continuity

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on April 14, 2025.

EXECUTIVE SUMMARY: This contract will provide for the annual replacement of network infrastructure technology that is past its useful life to ensure stable and reliable systems are available to both internal and external customers.

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

PROCUREMENT: CapMetro will utilize the Department of Information Resources (DIR), Contract Number DIR-CPO-5347, held by The eConsortium Group, for Cisco Branded Products and Related Services, to provide Cisco Network Infrastructure Technology.

DIR awarded contracts are made available for use by CapMetro via Title 7, Intergovernmental Relations Chapter 791, Interlocal Cooperation Contracts and The Texas Interlocal Cooperation Act. Purchases made using DIR contracts satisfy otherwise applicable competitive bidding requirements. Pricing for Cisco Network Infrastructure Technology was determined to be fair & reasonable by the DIR organization during its solicitation and award process.

The term of the contract is ninety (90) days from notice to proceed. The total amount for Cisco Network Infrastructure Technology is as follows:

Description	Not to Exceed Amount	
Cisco Network Infrastructure Technology	\$449,192.00	

The contract is a fixed price contract.

RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2025-1422

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro Management recognize the need to provide adequate state of good repair to the network infrastructure technology.

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 by utilizing the Department of Information Resources (DIR), held by The eConsortium Group, for Cisco Branded Products and Related Services, to replace network infrastructure technology, for a term of ninety (90) days from notice to proceed, in a total amount not to exceed \$449,192.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2025-1446

Agenda Date: 4/21/2025

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract modification with UNUM for life, accidental death and dismemberment insurance, disability benefits, FMLA administration, and other voluntary benefits to employees, to increase the contract by \$960,313 and extend the contract through December 31, 2025. The new total not to exceed contract amount is \$4,313,195.

FISCAL IMPACT:

Funding for this action is available in the FY2025 Operating Budget as well as the proposed FY2026 Operating Budget.

STRATEGIC PLAN:

Strategic Goal Alignment:

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

Strategic Objectives:

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

EXPLANATION OF STRATEGIC ALIGNMENT: Employee life and disability benefits are offered as a part of the total rewards package for Capital Metropolitan Transportation Authority employees. CapMetro provides competitive benefits enabling the agency to recruit, hire and develop an engaged workforce from a diverse talent community.

BUSINESS CASE: This contract is to provide basic life, accidental death and dismemberment, long-term and short-term disability insurance (including FMLA administration services), and other voluntary benefits (employee paid), which are provided by CapMetro to our employees. This also allows employees to purchase additional life and long-term disability buy-up insurance and other voluntary benefits such as Whole Life,

Accident and Critical Care. This is a part of the benefit package offered to employees to remain competitive with other local public and private employers.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Finance, Audit and Administration Committee on April 14, 2025.

EXECUTIVE SUMMARY: The contract with Unum for Life, AD&D, disability insurance and FMLA Administration for CapMetro employees lapsed December 31, 2024 due to an administrative error. To allow for continuity of services and time to conduct a new procurement, the contract can be modified to extend services through December 31, 2025. Additional funds are required to cover the remainder of the 2025 calendar year. The UNUM contract provides the following Life Insurance & Disability benefits, which cannot be disrupted:

- Basic Life and AD&D insurance equal to the employee's annual base salary (\$40,000 minimum)
- Short term disability insurance with a 14-day waiting period with a benefit payment of 60% of weekly earnings up to \$1,000 a week.
- Long term disability insurance with a 90-day waiting period with a benefit payment of 50% of monthly earnings up to \$5,000 a month.
- Voluntary Long-term Disability Buy-Up benefits
- FMLA Administration
- Voluntary & Additional Life Insurance Products

Other voluntary benefits including employee, spouse and child life insurance and long-term disability buy-up insurance are offered to employees and paid through payroll deductions. As an added service to the contract, FMLA administration is included as part of a total Absence Management Program.

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

PROCUREMENT: On August 18, 2021, the CapMetro Board of Directors approved a resolution for the award of a contract to Unum for basic life and AD&D insurance, long term and short term disability insurance, FMLA administration paid by CapMetro, and voluntary life, long term disability buy up, accident, whole life and critical illness voluntary insurance products paid by employees for an amount not to exceed \$1,752,882. On July 24, 2023, the CapMetro Board of Directors approved a resolution to increase the contract amount to \$3,352,882 due to an increase in CapMetro employees and to include ATP, whose employees were not an original component of the initial contract. In order to provide continuity of services, the contract must be extended through December 31, 2025 and \$960,313 in funding be added. The new total not to exceed contract amount is \$4,313,195.

RESPONSIBLE DEPARTMENT: People and Culture

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2025-1446

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to continue providing life, accidental death and dismemberment insurance, disability benefits, FMLA administration and other voluntary benefits to employees.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a contract modification with UNUM for life, accidental death and dismemberment insurance, disability benefits, FMLA administration, and other voluntary benefits to employees, to increase the contract by \$960,313 and extend the contract through December 31, 2025. The new total not to exceed contract amount is \$4,313,195.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2025-1458

Agenda Date: 4/21/2025

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to adopt the CapMetro Bikeshare fares and fees for users of the Bikeshare system.

FISCAL IMPACT:

Refer to executive summary for clarification.

STRATEGIC PLAN:

Strategic Goal Alignment:

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

Strategic Objectives:

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

EXPLANATION OF STRATEGIC ALIGNMENT: The CapMetro Bikeshare program operated by the non-profit, Bikeshare of Austin, was folded into CapMetro’s modes of service in August 2022. The fares and fees that were charged were assumed by CapMetro. Staff seek to expand and align the fares and fees currently being charged to Bikeshare customers of the new upgraded Bikeshare system and with fees and fares of other similar sized cities Bikeshare offering.

BUSINESS CASE: CapMetro’s Bikeshare fares and fees must align with the cost of operating the Bikeshare system, and ensure financial sustainability. A fare adjustment will ensure alignment.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on April 21, 2025.

EXECUTIVE SUMMARY: CapMetro operates the CapMetro Bikeshare program, while the City of Austin retains

ownership of the equipment consisting of bikes, stations, and docks. The fares and fees charged by Bikeshare will cover a larger portion of the maintenance and operations of the new e-bike upgrade.

The proposed changes include adjustments to all five fare types, reductions in the base allotted time per ride included in all passes, and a revised structure for overage fees to encourage users to take shorter trips and dock more frequently. Figure 1 shows the current and proposed fare structure.

Price	Pay-as-you-Ride	1-Day Pass	31-Day Pass	Annual Pass	Student Discount
Current	\$1.09 + \$0.23/min	\$12.99 (60mins) + \$4.33 per 30min	\$11 (60mins) + \$4.33 per 30min	\$86.60 (60mins) + \$4.33 per 30min	\$12 (60mins) + \$4.33 per 30min
Proposed	\$2.50 + \$0.25/min	\$10 (30mins) + \$0.25/min	\$25 (30mins) + \$0.25/min	\$150 (30mins) + \$0.25/min	50% off Annual Pass (30mins) + \$0.25/min

(Minutes) refer to the base allotted time per ride.

Figure 1: Existing and Proposed Bikeshare Fare Structure

If approved by the CapMetro Board, the proposed Bikeshare fares will continue to be some of the lowest fares among comparable public systems in the U.S., and less than private Bikeshare and scooter-share systems. Fare revenue generated and contributed towards operations cost of the system will depend on use.

If approved by the Board, the proposed fare structure would go into effect in August 2025.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Finance

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2025-1458

WHEREAS, the Capital Metropolitan Transportation Authority (CapMetro) Board of Directors recognizes the Bikeshare program is a partnership with the City of Austin; and

WHEREAS, CapMetro recognizes that the Bikeshare program was fully upgraded with new e-bike technology as of July, 2024; and

WHEREAS, CapMetro recognizes the need to align the fares and fees of the new Bikeshare program with the upgraded e-bike offering, and to bring these fees and fares in line with other similar sized cities' Bikeshare offering.

NOW, THEREFORE, BE IT RESOLVED by the CapMetro Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a change to the fares and fees associated with the CapMetro Bikeshare program, as outlined in the March 24, 2025 memo to the Board, with the change going into effect on August 1, 2025.

Date: _____

**Secretary of the Board
Becki Ross**

Background Information

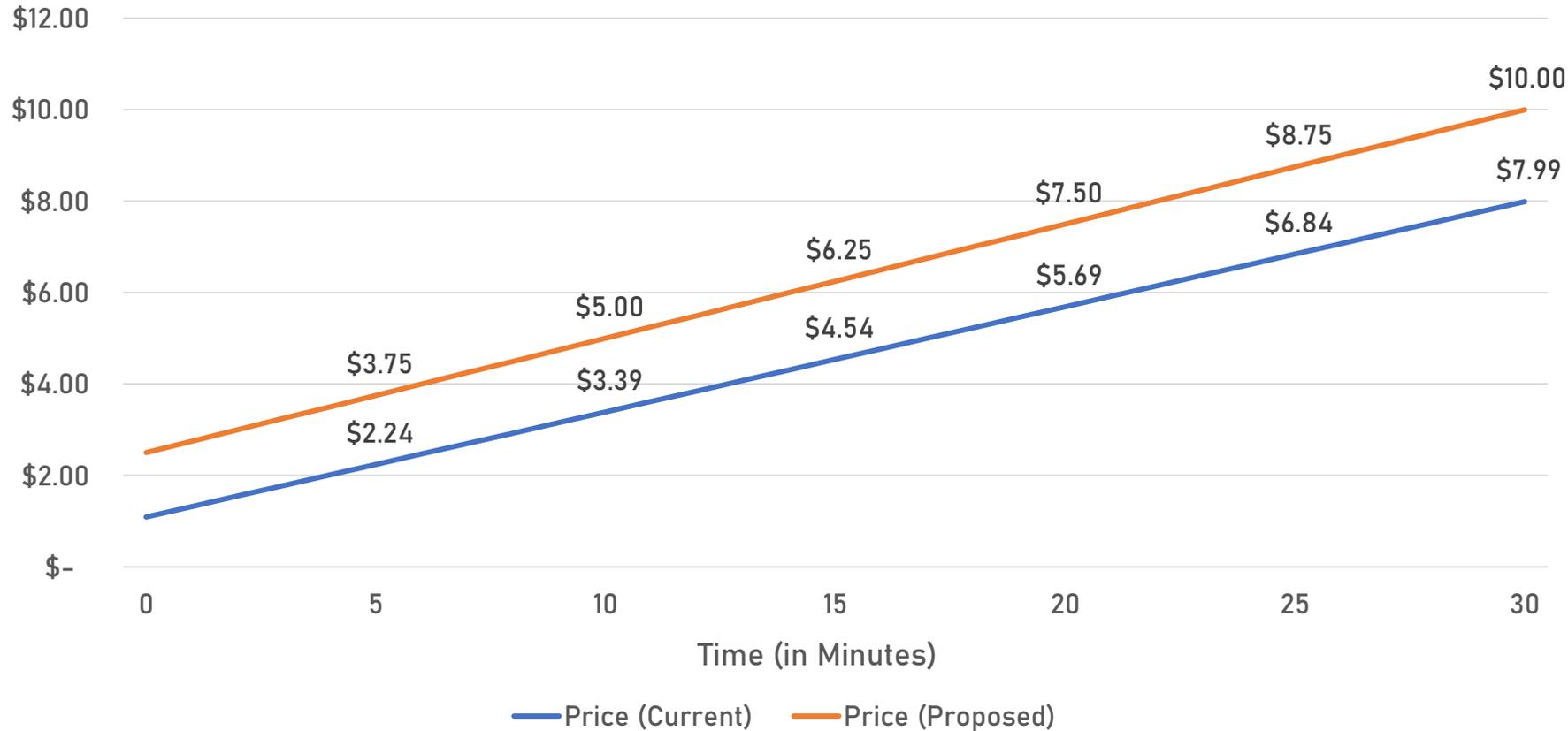
CapMetro Bikeshare fares have been the same since 2013.

Adjustments are necessary to support the continued sustainability of the program, as well as future expansion.

The proposed fares will continue to be some of the lowest fares in the U.S., and less than private bike- and scooter-sharing systems.

Price Changes for Pay-as-you-Go

Current and Proposed Cost per Minute for Pay-as-you-Go Riders



Current Price:

\$1.09 Unlock Fee
+ \$0.23 per Minute

Proposed Price:

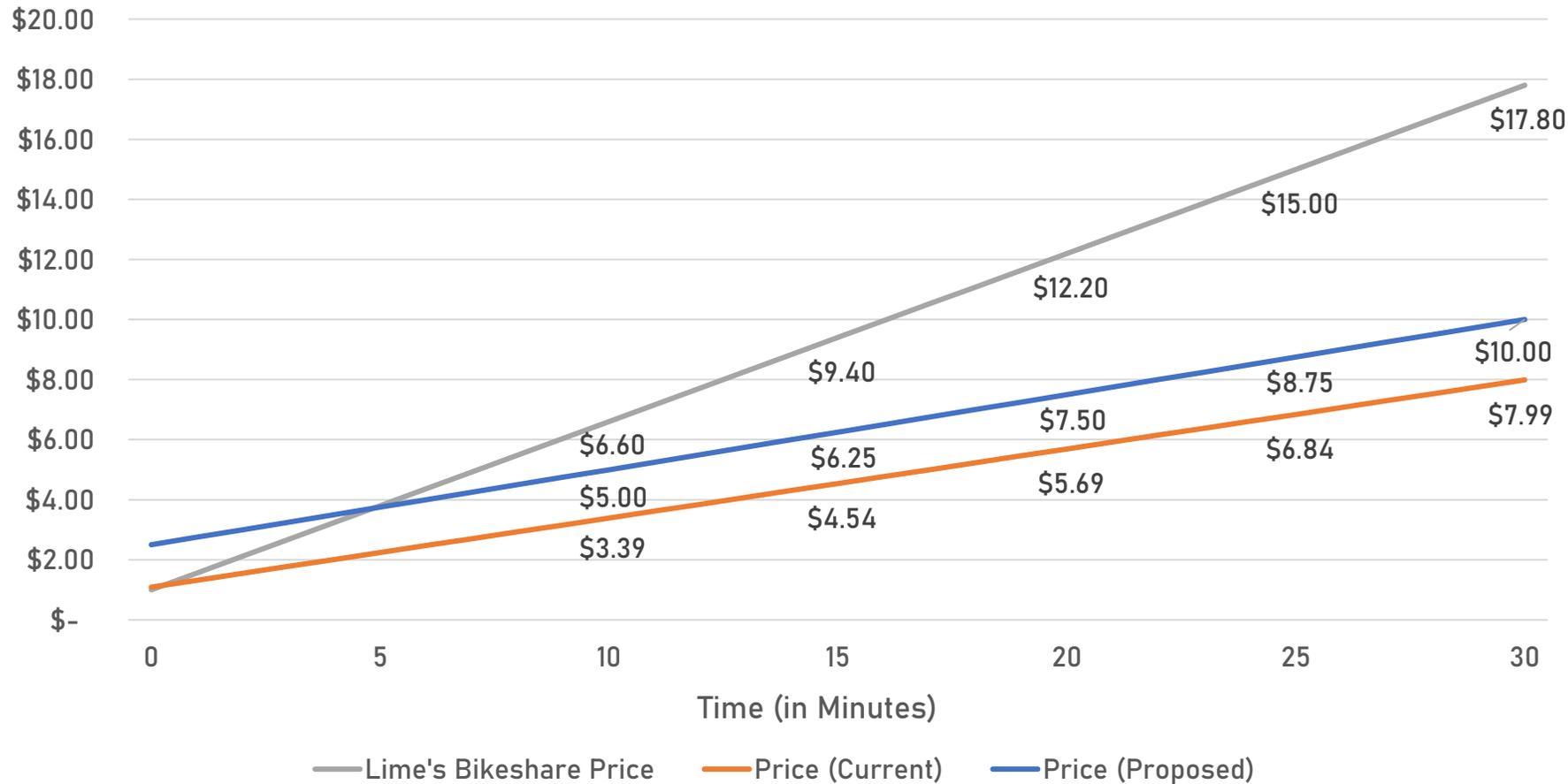
\$2.50 Unlock Fee
+ \$0.25 per Minute

Lime's Bikeshare Price:

\$1.00 Unlock Fee
+ \$0.56 per minute

Comparison for Other Pay-as-you-Go Options

Comparison for Other Pay-as-you-Go Options



Current Price:
\$1.09 Unlock Fee
+ \$0.23 per Minute

Proposed Price:
\$2.50 Unlock Fee
+ \$0.25 per Minute

Lime's Bikeshare Price:
\$1.00 Unlock Fee
+ \$0.56 per minute

Price Changes for Each Pass Type

<u>1-Day Pass</u>	<u>31-Day Pass</u>	<u>Annual Pass</u>	<u>Student Pass</u>
Current: • \$12.99	Current: • \$11.00	Current: • \$86.60	Current: • \$12.00
Proposed: • \$10.00	Proposed: • \$25.00	Proposed: • \$150.00	Proposed: • \$75.00 (50% Discount)
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Change: -\$2.99 per pass	Change: +14.00 per pass (or ~50c/day)	Change: +63.40 per pass (or ~\$5.25/mo)	Change: +63.00 per pass (or ~\$5.25/mo)

Discounts for Students of All Backgrounds

The student fare will be modified to become a discount for students aged 18 and over. This will open this fare to individuals currently enrolled in:

- Trade and Technical Schools

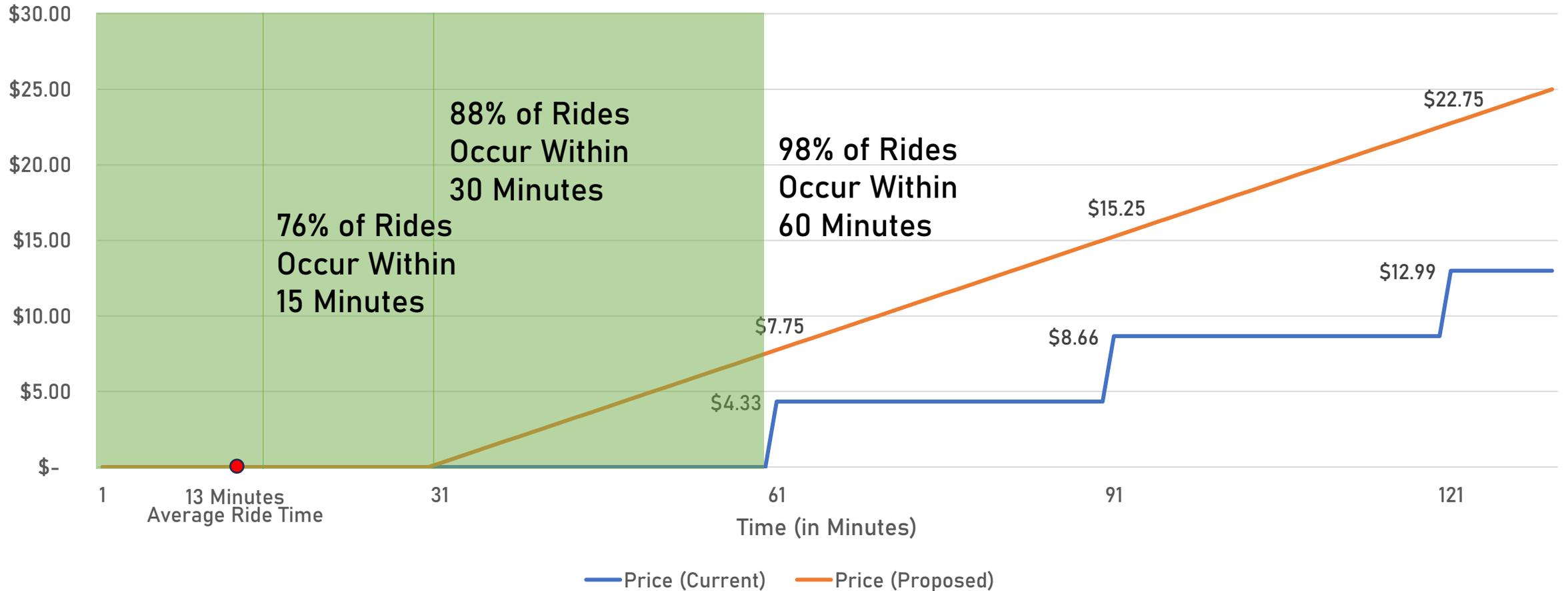
- High Schools

- Nursing and Other Vocational Schools

- Colleges and Universities

Ride Duration and Overage Fee Changes

Current and Proposed Overage Fee Structure Comparison



What Can You Do In 30 Minutes?

10-15 Minute Trip:

West Campus to the Trader Joe's at Seaholm

20-25 Minute Trip

Speedway Ave. to SoCo

15-20 Minute Trip:

Franklin Barbeque to the Palmer Events Center

25-30 Minute Trip

Kreig Fields to Zilker Park

Price Comparison Using Example Riders

Scenario	Price (Current)	Price (Proposed)	Lime's Bikeshare Price
Rita takes one 45-minute ride	\$11.00	\$13.75	\$15.99
Edward takes two 30-minute rides in a day	\$11.00	\$10.00	\$16.99
Terry takes two 45-minute rides in a day	\$11.00	\$17.50	\$31.98
Eric takes five 30-minute rides in a month	\$11.00	\$25.00	\$40.99
Paige takes seventy-five 30-minute rides in a year	\$86.60 (\$12.00 if using UT Student Pass)	\$150.00 (\$75.00 if using Student Discount)	\$477.20

Timeline

June 2024 - February 2025
Researched and Assessed Feasibility of Current Fare Structure

March 2025
Stakeholders Notified and Engagement Started

April 9, 2025 @ 5:00 p.m.
Virtual Public Meeting

April 14, 2025 @ 12:00 p.m.
Official Public Hearing

April 21, 2025, CapMetro Board Meeting
CapMetro Board of Directors to Consider the Item

August 1, 2025
Implementation Date (if approved)

Notification & Engagement Activities

Digital Communications

10,000+ Approx. Engagements

- App Push Notification
- CapMetro Alerts
- Social Media Campaign
- Emails to:
 - Expansion Plan Participants
 - HACA Staff
 - University Groups
 - Bikeshare Customers:
 - All Annual Passholders
 - 31-Day Passholders from Oct '24 - Present
 - 1-Day Passholders and Pay-as-you-Go Customers from Jan '25 - Present

In-Person Opportunities

1,200 Approx. Engagements

- At-Stop Outreach around UT Stops & Stations
 - 500+ Engagements
- Tabling & Related Activities:
 - Earth Day ATX at Huston-Tillotson University, ~100 Engagements
 - Squirrel Fest at Pease Park, ~400 Engagements
 - UT Sustainability Symposium, ~200 Engagements

Public Meetings / Presentations

43 Approx. Engagements

- April 9 @ 5:00PM
Proposed August CapMetro Changes – Virtual Public Meeting
- April 9 @ 6:00PM
Customer Satisfaction Advisory Committee Meeting
- April 14 @ 12:00PM
CapMetro Public Hearing
- April 15 @ 6:00PM
Bicycle Advisory Council Meeting

CapMetro

Thank you!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2025-1462

Agenda Date: 4/21/2025

Memo: Proposed August 2025 Bikeshare Fare Adjustment (March 24, 2025)

To: CapMetro Board of Directors
 From: Catherine Walker, EVP, Chief Financial and Risk Officer
 Date: March 24, 2025
 Re: Proposed August 2025 Bikeshare Fare Adjustment

The purpose of this memo is to update the Board on planned changes to the CapMetro Bikeshare fare structure that are necessary to support the continued sustainability of the program, as well as future expansion.

The proposed changes include adjustments to all five fare types, reductions in the base allotted time per ride included in all passes, and a revised structure for overage fees to encourage users to take shorter trips and dock more frequently. Figure 1 shows the current and proposed fare structure.

Price	Pay-as-you-Ride	1-Day Pass	31-Day Pass	Annual Pass	Student Discount
Current	\$1.09 + \$0.23/min	\$12.99 (60mins) + \$4.33 per 30min	\$11 (60mins) + \$4.33 per 30min	\$86.60 (60mins) + \$4.33 per 30min	\$12 (60mins) + \$4.33 per 30min
Proposed	\$2.50 + \$0.25/min	\$10 (30mins) + \$0.25/min	\$25 (30mins) + \$0.25/min	\$150 (30mins) + \$0.25/min	50% off Annual Pass (30mins) + \$0.25/min

(Minutes) refer to the base allotted time per ride.

Figure 1: Existing and Proposed Bikeshare Fare Structure

If approved by the CapMetro Board, the proposed Bikeshare fares will continue to be some of the lowest fares among comparable public systems in the U.S., and less than private bikeshare and scooter-share systems. The Board will consider approving the proposed fare structure in April and, if approved, the proposed fare structure would go into effect in August 2025.

Background

In 2013, the City of Austin (the “City”) launched a public bike sharing program operated and maintained by a non-profit organization. Beginning in 2020, CapMetro and the City agreed to incorporate the bike sharing program into CapMetro’s transit system and jointly fund the program in accordance with an interlocal agreement between the parties. As part of this agreement, CapMetro assumed the operations, maintenance, and planning of the Bikeshare program. In addition, CapMetro retains fare and ad revenue generated by the Bikeshare program in order to subsidize the operating cost and sustain the program.

The Bikeshare system was recently upgraded to include an all-electric fleet, a new app and user interface, and 73 new stations were installed. CapMetro and the City are also coordinating on an expansion of the system in coming years.

Proposed Fare Adjustments

As CapMetro works jointly with the City to balance costs of operating and maintaining the system to ensure long-term financial sustainability, CapMetro is proposing a fare change for Bikeshare. Bikeshare fares have been the same since the system was launched in Austin in 2013, are not reflective of the enhanced, all-electric system that exists today, and are not financially sustainable for the current system nor an expanded one.

Currently there are five different types of fares. All five require a user to download the CapMetro Bikeshare app and provide a credit card number for charges prior to checking out a bike. Figure 2 shows the existing fare structure.

Fare Type	Price	Allotted Time Per Ride	Overage Fee	Overage Interval
Pay-as-you-Ride	\$1.09 + \$0.23/min	N/A	N/A	N/A
1-Day Pass	\$12.99	60 minutes	\$4.33	30 minutes
31-Day Pass	\$11	60 minutes	\$4.33	30 minutes
Annual Pass	\$86.60	60 minutes	\$4.33	30 minutes
UT Student Pass	\$12	60 minutes	\$4.33	30 minutes

Figure 2: Existing Bikeshare Fares

Figure 3 shows the proposed changes.

Fare Type	Price	Allotted Time Per Ride	Overage Fee	Overage Interval
Pay-as-you-Ride	\$2.50 + \$0.25/min	N/A	N/A	N/A
1-Day Pass	\$10	30 minutes	\$0.25	1 minute
31-Day Pass	\$25	30 minutes	\$0.25	1 minute
Annual Pass	\$150	30 minutes	\$0.25	1 minute
Student Discount*	50% Discount on Annual Pass			

Figure 3: Proposed Bikeshare Fares

* To be eligible to receive the discount, students must provide documentation demonstrating their current enrollment in an educational institution. All other Bikeshare terms and conditions apply, including being at least 18 years old and registering with a valid credit card.

The proposed fare adjustments seek to simplify the fares and to allow the program to remain sustainable. The five fare types will remain with the following changes:

- **The base fare will change across the fare types.** All fares, except for the day pass, will be raised. The day pass will instead lower to align better with the structure and is similar to the same fare found at agencies across the nation.
- **The student fare will be modified to become a discount for students aged 18 and over.** College students are currently the largest single user group of Bikeshare customers. The current price structure is a legacy fare from when Bikeshare launched in 2013 and the student pass is only available to UT students; the current fare is not properly priced given the value of an annual pass. By creating a student discount, it will open this fare to all individuals 18 and

above currently enrolled in a school program, including trade schools, nursing schools, and high school.

- **The allotted time per ride provided in the base fare will change.** Currently, the 1 day, 31-day, annual and student passes all include 60 minutes of ride time as part of the base fare before any overage fees are assessed. The proposed fare structure reduces the included time to 30 minutes to encourage shorter trips and more frequent docking of the bikes, as is the intention of the system. This will ensure e-bikes are charged and shared among the community.
- **The fee charged to users who exceed the allotted time per ride (“Overage Fee”) will increase.** Currently, the fare structure charges customers \$4.33 for every 30 minutes they exceed the base allotted time per ride. The proposed fare structure changes the fee to \$0.25 for every minute after the initial 30-minute base allotted time, resulting in a more individualized charge to each user based on the time they actually are using, while, again, encouraging shorter trips and more-frequent docking.

Figure 4 illustrates the difference in the overage fee structure.

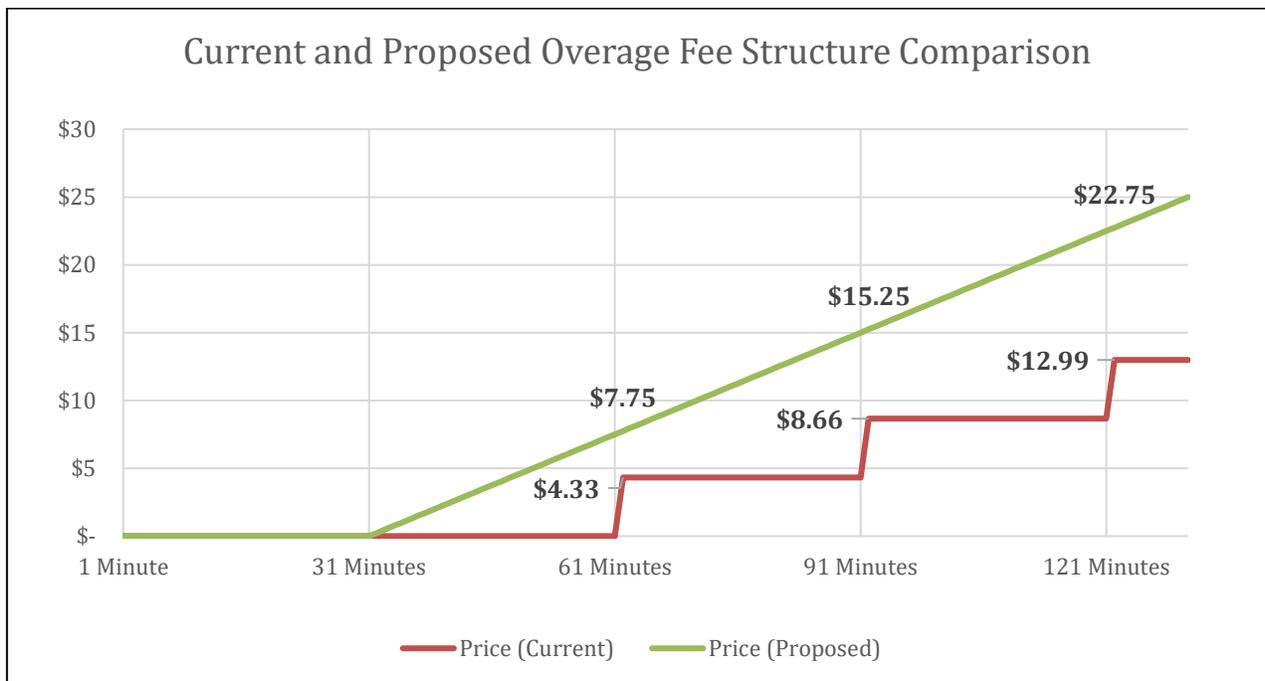


Figure 4: Current and Proposed Overage Fee Structure Comparison

Pricing Research and Peer Review

In 2024, CapMetro conducted a study of peer cities with bike sharing programs to understand existing fare structures. The study recommended changes to the included ride time, usage fees, the overage fee structure, and overall prices, which were considered when crafting the proposed adjustments.

Figure 5 compares the current and proposed fares against the prices of three out of the fifteen peer cities chosen in the study. These three are selected to illustrate cities of smaller (Las Vegas), similar (Pittsburgh), and larger (San Francisco) population size. All prices reflect the cost of renting an electric bike, and do not include taxes.

City	Single Ride	Daily Pass	Monthly Pass	Yearly Pass	Education Discount
Austin (Current)	\$1.09 + \$0.23/min	\$12.99 (60mins) + \$4.33 per 30min	\$11 (60mins) + \$4.33 per 30min	\$86.60 (60mins) + \$4.33 per 30min	\$12 (60mins) + \$4.33 per 30min
Austin (Proposed)	\$2.50 + \$0.25/min	\$10 (30mins) + \$0.25/min	\$25 (30mins) + \$0.25/min	\$150 (30mins) + \$0.25/min	50% off Yearly Pass
Las Vegas	N/A	\$5 (30mins, +\$1 e-bike fee) + \$4 per 30min	\$15 (60mins, +\$1 e-bike fee) + \$4 per 60min	\$125 (60mins, +\$1 e-bike fee) + \$4 per 60min	N/A
Pittsburgh	\$6 per 30mins	N/A	\$30 (30mins) + \$3 per 30min	\$150 (30mins) + \$3 per 30min	Free to UPitt students & staff
San Francisco	\$3.99 + \$0.30/min	\$15 + \$0.30/min	\$29, 45mins of \$0.15/min	\$150, 45mins of \$0.15/min	N/A

Figure 5: Peer City Comparison

To demonstrate the value that CapMetro Bikeshare provides for our customers in comparison to peer cities, Figure 6 outlines the costs for various rider scenarios calculated on the best possible pricing, assuming customers use the most economic option for their needs. Cells are shaded in Figure 6 by cost – lower prices are light blue in color and higher prices are dark blue. All prices reflect the cost of renting an electric bike, and do not include taxes.

Scenario	Austin (Current)	Austin (Proposed)	Lime’s Electric Bikes*	Las Vegas	Pittsburgh	San Francisco
One (1) 45-minute ride	\$11.00	\$13.75	\$15.99	\$10.00	\$12.00	\$17.49
Two (2) 30-minute rides in one day	\$11.00	\$10.00	\$16.99	\$7.00	\$12.00	\$33.00
Two (2) 45-minute rides in one day	\$11.00	\$17.50	\$31.98	\$15.00	\$24.00	\$27.00
Five (5) 30-minute rides over a month	\$11.00	\$25.00	\$40.99	\$20.00	\$30.00	\$51.50
Seventy-five (75) 30-minute rides over a year	\$86.60	\$150.00	\$477.20	\$200.00	\$150.00	\$487.50

Figure 6: Rider Scenario Comparison

** Rental rates for Lime’s electric bike sharing program vary across the U.S. These prices are calculated using Lime’s current pricing structure for the Austin area – an unlock fee of \$1.00 and a charge per minute of \$0.54 – while taking advantage of LimePass discounted minute bundles and/or free unlocks using the LimePrime monthly subscription.*

Overall, Austin currently offers some of the lowest fares for e-bike-sharing programs in the country. The proposed adjustments are easy to remember, align CapMetro’s pricing with similar programs and support the needs of the updated system. Currently fare revenue covers a portion of the operating expenses for the program, however assuming similar ridership levels, the proposed fare adjustments will generate additional revenue to help sustainably maintain the system and ensure reliable service for both current and future customers.

Community Engagement & Public Involvement Efforts

The proposed Bikeshare fare adjustment process includes a public involvement plan to notify key stakeholders and communities, and to solicit input from advisory committees, customers, and students of higher education, among others. Engagement will occur in Spring 2025 and include a Public Hearing in April 2025 prior to Board action on the proposed changes.

Upon approval by the CapMetro Board, the fare change would go into effect on August 1, 2025, in anticipation of the return of students to local universities, given that students are the largest customer base for the system.

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

Board of Directors

Item #: AI-2025-1449

Agenda Date: 4/21/2025

SUBJECT:

Approval of a resolution approving the August 2025 Service Change Title VI Equity Analysis and authorizing the President & CEO, or her designee, to implement the August 2025 Service Changes.

FISCAL IMPACT:

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

STRATEGIC PLAN:

Strategic Goal Alignment:

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

Strategic Objectives:

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

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

BUSINESS CASE: Service changes provide CapMetro an opportunity to adjust its services to meet the needs of customers and efficiently use our resources. Service changes occur up to three times a year typically in 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 agenda item was presented and recommended for approval at the Operations, Planning and Safety Committee meeting on April 14, 2025.

EXECUTIVE SUMMARY: The following is a high-level summary of the proposed service changes for August 2025. Future service changes could include more substantial service adjustments and various scenario options will be considered as part of our ongoing [Transit Plan 2035 <https://www.capmetro.org/transit-plan-2035>](https://www.capmetro.org/transit-plan-2035) process.

- **Extension of Route 483 Night Owl Riverside to the Airport** - The proposed extension to the Austin Bergstrom International Airport (AUS) would improve late-night connections to the airport and the Riverside area, both of which show propensity for late-night ridership. Community feedback has demonstrated strong interest in additional airport connectivity; this extension provides a near-term opportunity to close a gap for late-night travelers, employees and customers.
- **Combination of UT Shuttle Routes 670 Crossing Place and 671 North Riverside** - The proposed combination would maintain full connectivity while increasing frequency. It also would remove a one-way loop with a timepoint that currently delays customers and impedes traffic flow. All existing stops would be served with consistent bidirectional service and only a minimal total travel-time adjustment. The proposed combination builds upon lessons learned from the recent successful combination of UT Shuttle Routes 640/641 and allows for potential savings and resources to improve reliability, frequency, and service delivery.
- **Routine Transition to School Service Level and Minor Adjustment to the UT Shuttle Service Calendar** - Typical transition to normal service levels would occur on UT Shuttle routes and select school-trips on bus routes. To increase access during UT orientation and other prerequisite activities, the transitional period between Summer and Fall would be filled in with the level provided during other transitional periods.
- **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. This does not impact route locations.

The above recommendations are “Major Service Changes” as defined by CapMetro’s Title VI Policy, as two fixed-route bus routes will be combined into one route (resulting in the elimination of one route in its entirety) and the extension of Route 483 Night Owl Riverside increases its annual revenue miles by more than 25% of its current revenue miles.

Since these are Major Service Changes, CapMetro conducted a Title VI service equity analysis to analyze any Adverse Effects on Title VI protected populations, along with associated positive impacts. No Disparate Impact or Disproportionate Burden was identified for the proposed extension of Route 483 to the airport. In fact, the change will expand service for late-night customers in the Riverside area, including minority and low-income communities. The combination of UT Shuttle Routes 670 and 671 shows a potential Disparate Impact to minority populations and a Disproportionate Burden to low-income populations. However, while the combination of Routes 670 and 671 is a reduction in total revenue miles, the impact to the customer will be minimal: the extent of the impact on current customers will be an additional three (3) minutes in travel time.

Full connectivity will be maintained, and all existing stops will still have service. CapMetro has considered and analyzed alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color or national origin. CapMetro determined that the proposed change is the least discriminatory.

If approved, these changes would start on Sunday, August 17, 2025, with Night Owl adjustments occurring on Monday, August 18, 2025. The proposed changes are in accordance with CapMetro's proposed FY 2025 operating budget.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Planning and Development

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2025-1449

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management desire to efficiently distribute limited resources to provide reliable service for our customers, and

WHEREAS, matching service with demand improves service to overall customers, and

WHEREAS, community feedback has demonstrated strong interest in additional airport connectivity and this extension provides an opportunity to close a gap for late-night travelers, employees and customers, and

WHEREAS, an equity analysis, required under the Federal Transit Administration's Title VI Circular 4702.1B, identifies No Disparate Impact (minority) or Disproportionate Burden (low-income) on affected populations for the proposed extension of Route 483 Night Owl Riverside, and

WHEREAS, an equity analysis, required under the Federal Transit Administration's Title VI Circular 4702.1B, shows a potential Disparate Impact (minority) and a Disproportionate Burden (low-income) on affected populations for the combination of UT Shuttle Routes 670 and 671, and

WHEREAS, although the combination of UT Shuttle Routes 670 and 671 is a reduction in total revenue miles, the impact to the customer will be minimal as full connectivity will be maintained, all existing stops will still have service, and frequency will be improved, and

WHEREAS, the University of Texas and CapMetro have an Interlocal Agreement to coordinate on providing transit that meets the needs of students, staff & faculty, and

WHEREAS, the UT Shuttle Route Adjustments were reviewed and approved by the UT Shuttle Bus Committee, and

WHEREAS, a public hearing was held on April 14th, 2025.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that (1) the CapMetro Board of Director hereby approves the Title VI Service Equity Analysis in the attached document, and (2) the President & CEO, or her designee, is authorized to implement the August 2025 Service Changes described in the attached document beginning Sunday, August 17, 2025.

Secretary of the Board
Becki Ross

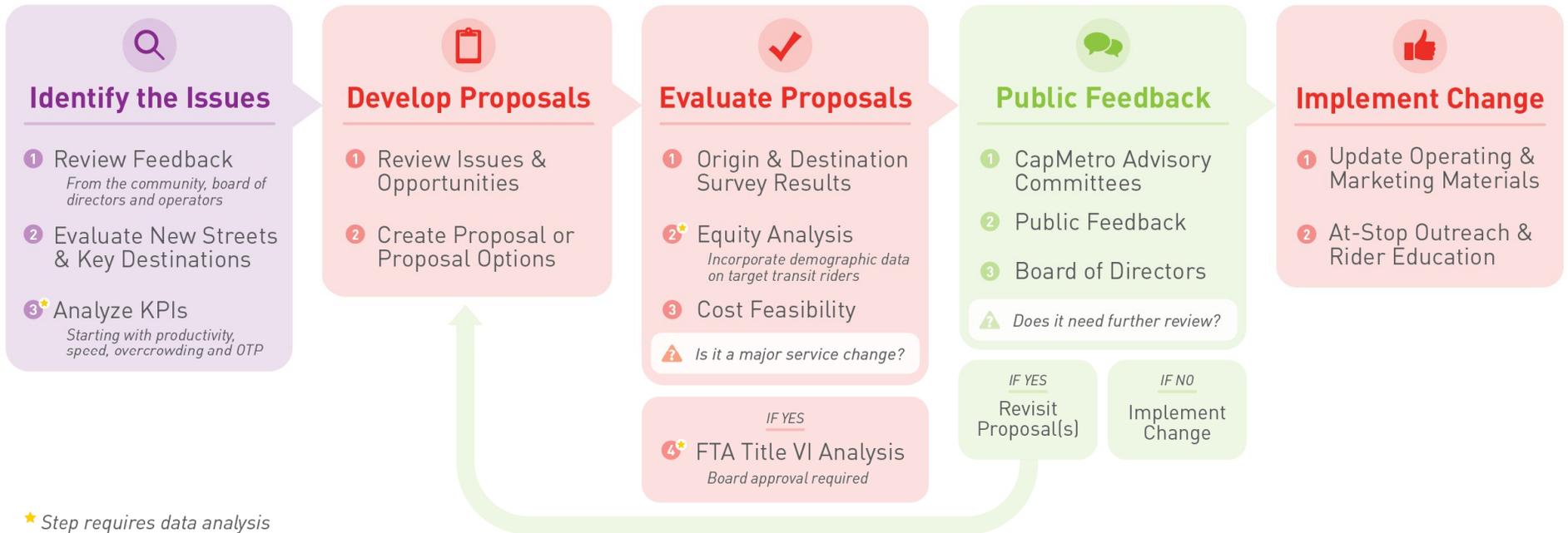
Date: _____

CapMetro

August 2025 Service Changes

April 2025 Board Meeting

Service Evaluation Process



* Step requires data analysis



Proposed August 2025 Service Changes - Overview



- Extension of Route 483 Night Owl Riverside to the Airport
- Combination of UT Shuttle Routes 670 Crossing Place and 671 North Riverside
- Routine Transition to School Service Level and Minor Adjustment to the UT Shuttle Service Calendar
- Minor Bus and Rail Schedule Adjustments

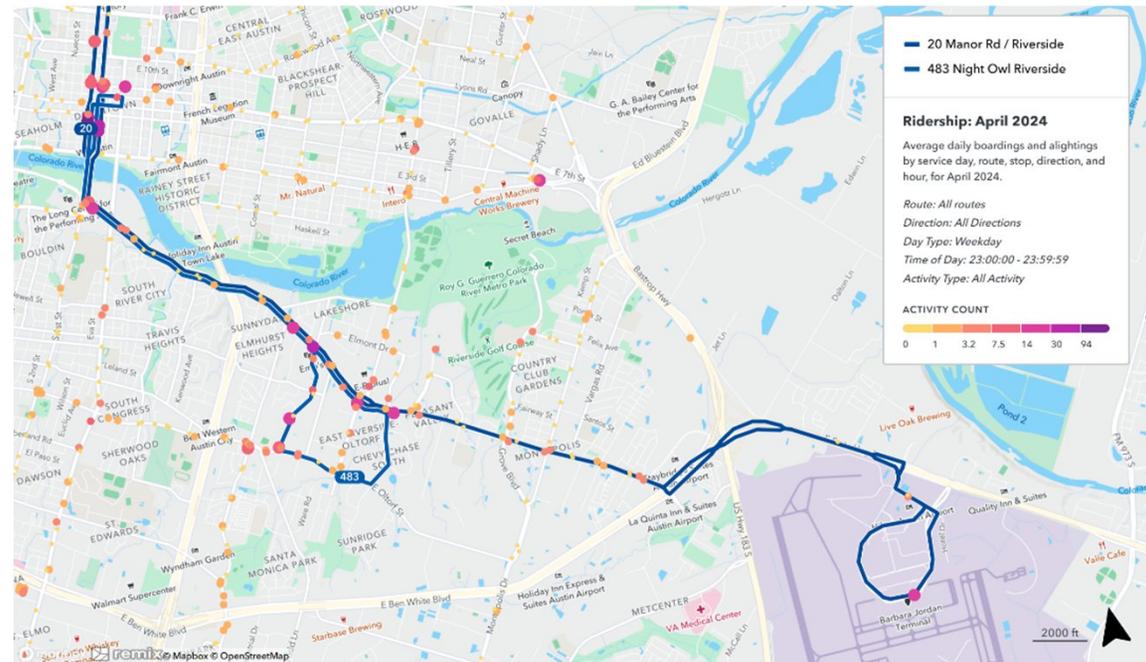
If approved, changes would be implemented on Sunday, August 17th



Proposed Extension of Route 483 Night Owl Riverside

Proposed Extension of Route 483 Night Owl Riverside

- Improved late-night connections to Austin Bergstrom International Airport (AUS)
- Improved late-night connections to Riverside corridor
- Both areas show propensity for late-night ridership
- Near-term opportunity to close a gap for late-night travelers, employees and customers



Requests for Late-Night Service to AUS



"I use the 20 bus to get to and from the airport. A lot of flights leave very early or arrive very late (near midnight) and it would be helpful if this route had runs earlier in the morning and later at night."

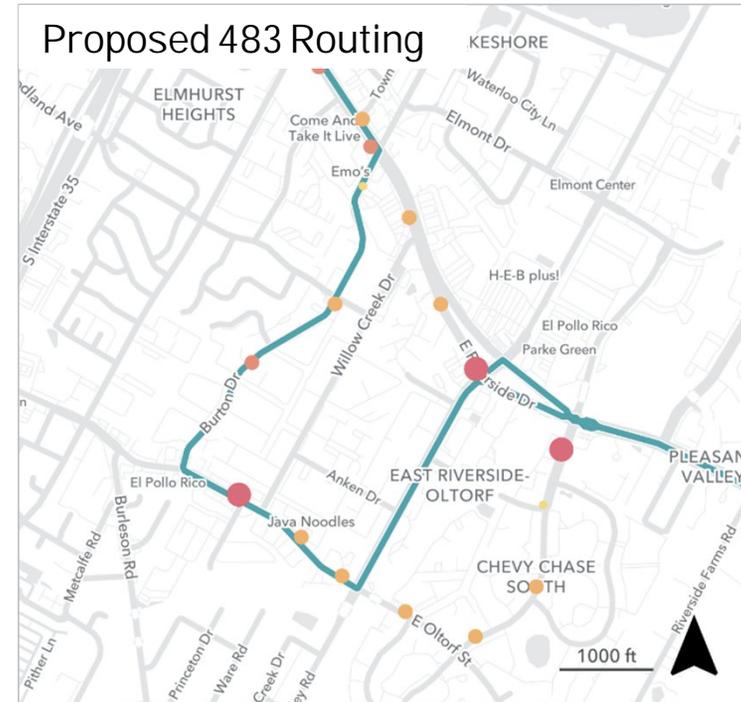
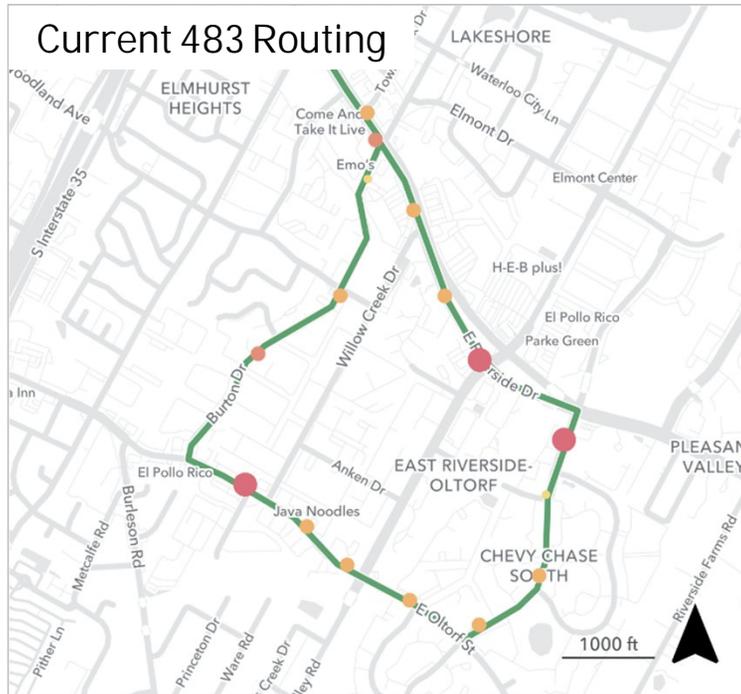


"There's many airport flights that arrive after 11 pm, not including flight delays. It'll be nice if a midnight bus was available from the airport. Alternatively, have a midnight and 12:30am late-night bus that connects to the downtown night-owls."



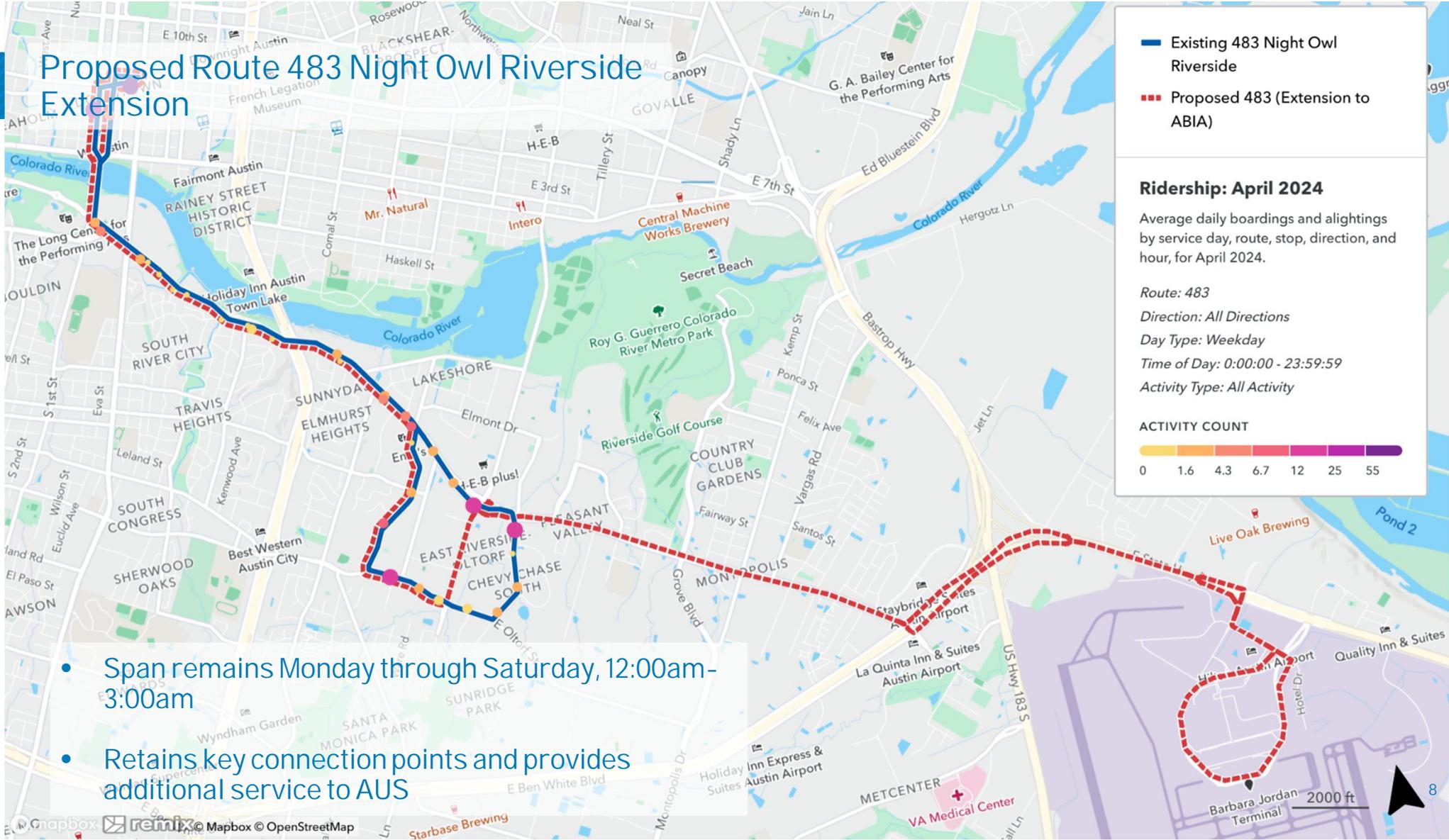
"We need regular service to the airport at all times. I've had to Uber home from the airport just because I landed after midnight."

Proposed Service on Pleasant Valley



Proposed routing shifts service from Wickersham to Pleasant Valley, retaining high ridership areas on Oltorf.

Proposed Route 483 Night Owl Riverside Extension



■ Existing 483 Night Owl Riverside
- - - Proposed 483 (Extension to ABIA)

Ridership: April 2024

Average daily boardings and alightings by service day, route, stop, direction, and hour, for April 2024.

Route: 483
Direction: All Directions
Day Type: Weekday
Time of Day: 0:00:00 - 23:59:59
Activity Type: All Activity

ACTIVITY COUNT

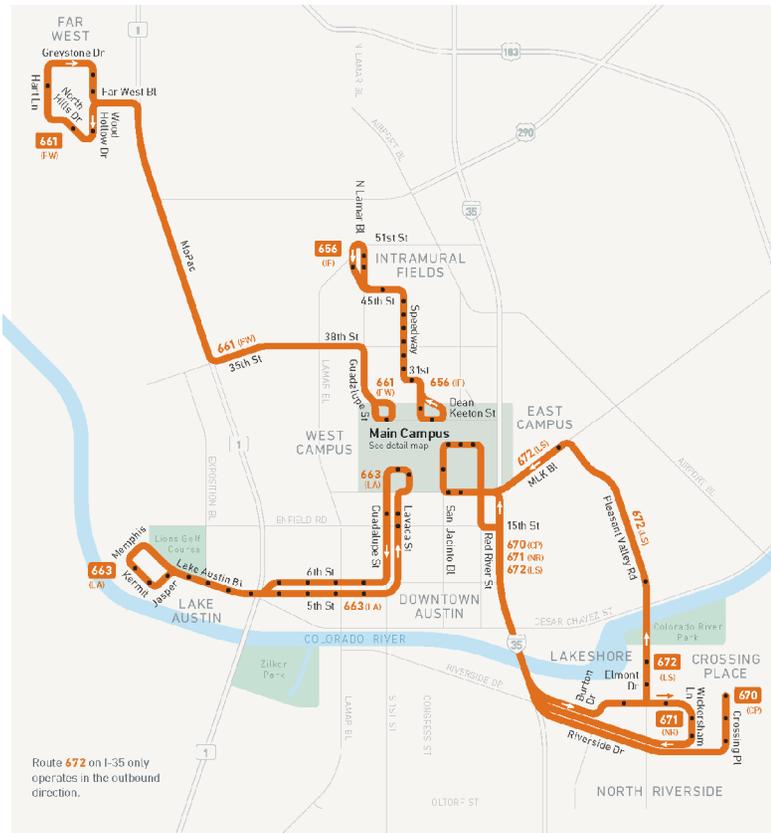
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- Span remains Monday through Saturday, 12:00am-3:00am
- Retains key connection points and provides additional service to AUS



Proposed Combination of UT Shuttle Routes 670 and 671

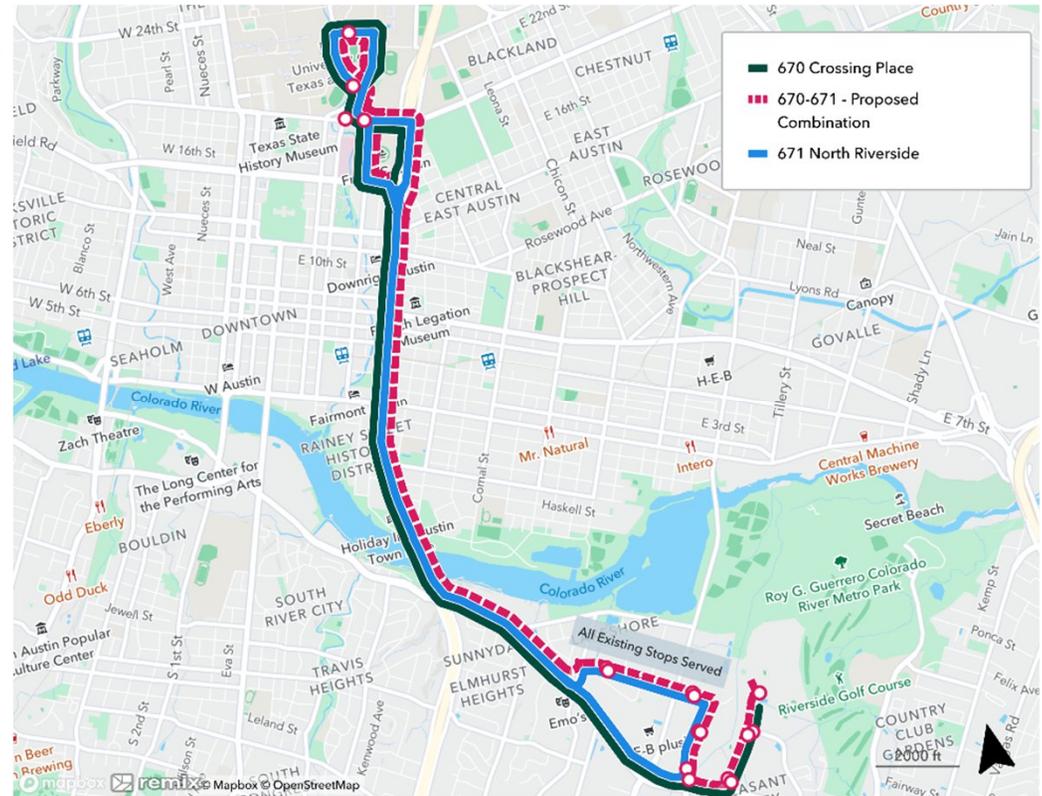
What is the UT Shuttle System?



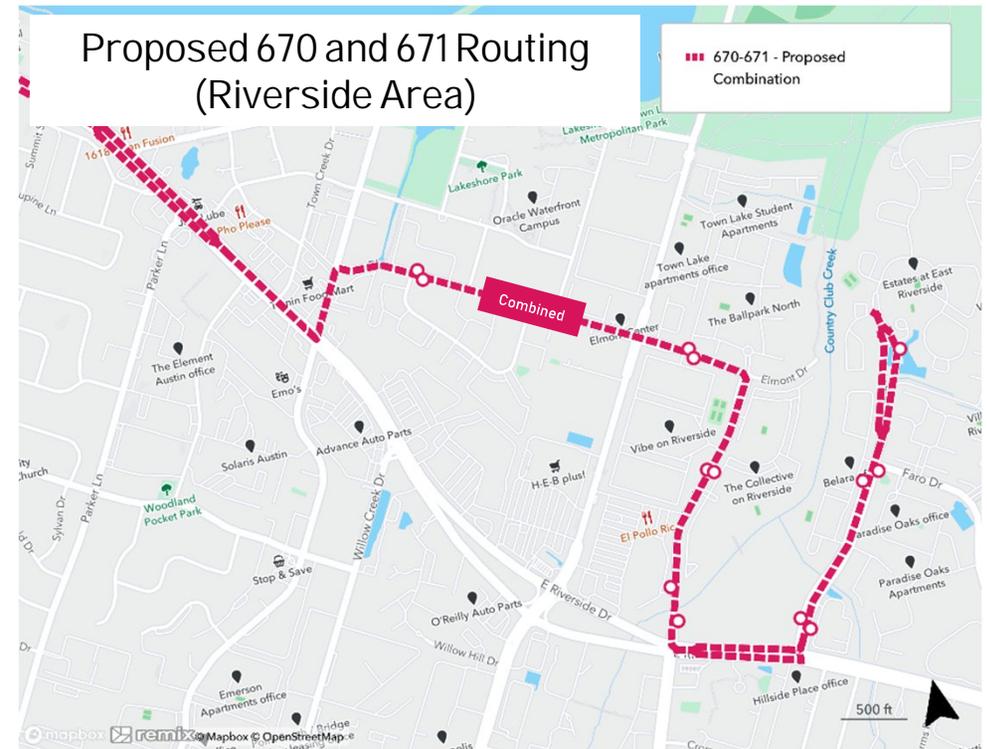
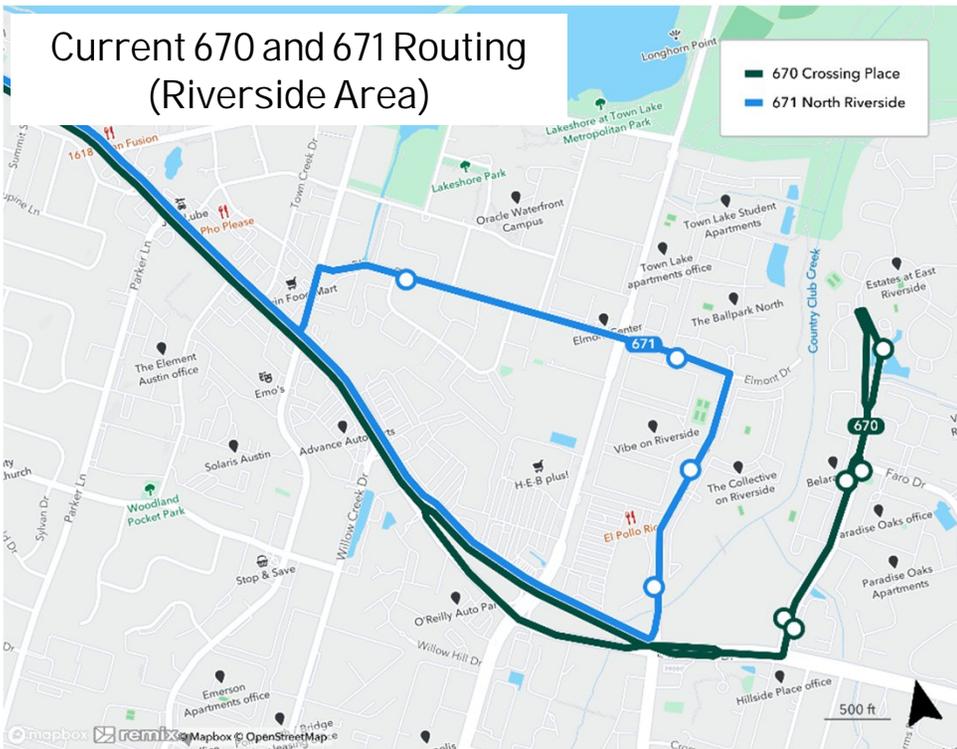
- Provides shuttles around campus and major residential areas
- Service is available when classes are in session
- Levels correspond to the academic calendar (e.g., Full, Finals, Summer)
- Cost share between UT and CapMetro

Proposed Combination of 670 Crossing Place & 671 North Riverside

- Maintains access to all existing stops and improves frequency (every 10-minutes during most of the day)
- Removes a one-way loop with a timepoint that currently delays customers and impedes traffic flow
- Only a minimal total travel-time adjustment (3-4-minutes)
- Matches service with demand and housing trends, and responds to feedback and suggestions



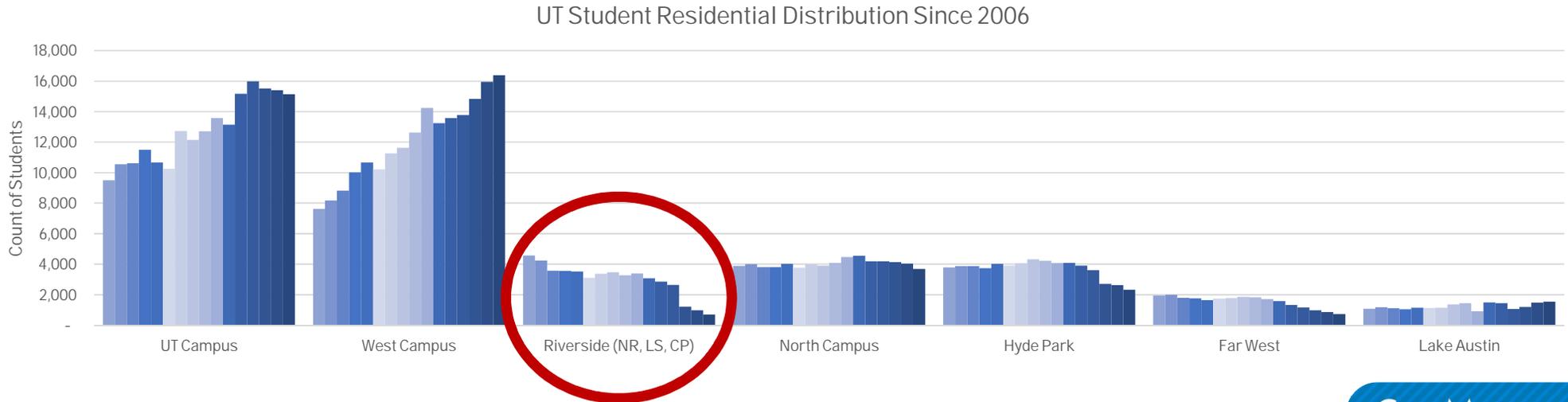
Proposed Routing for Combined 670 & 671



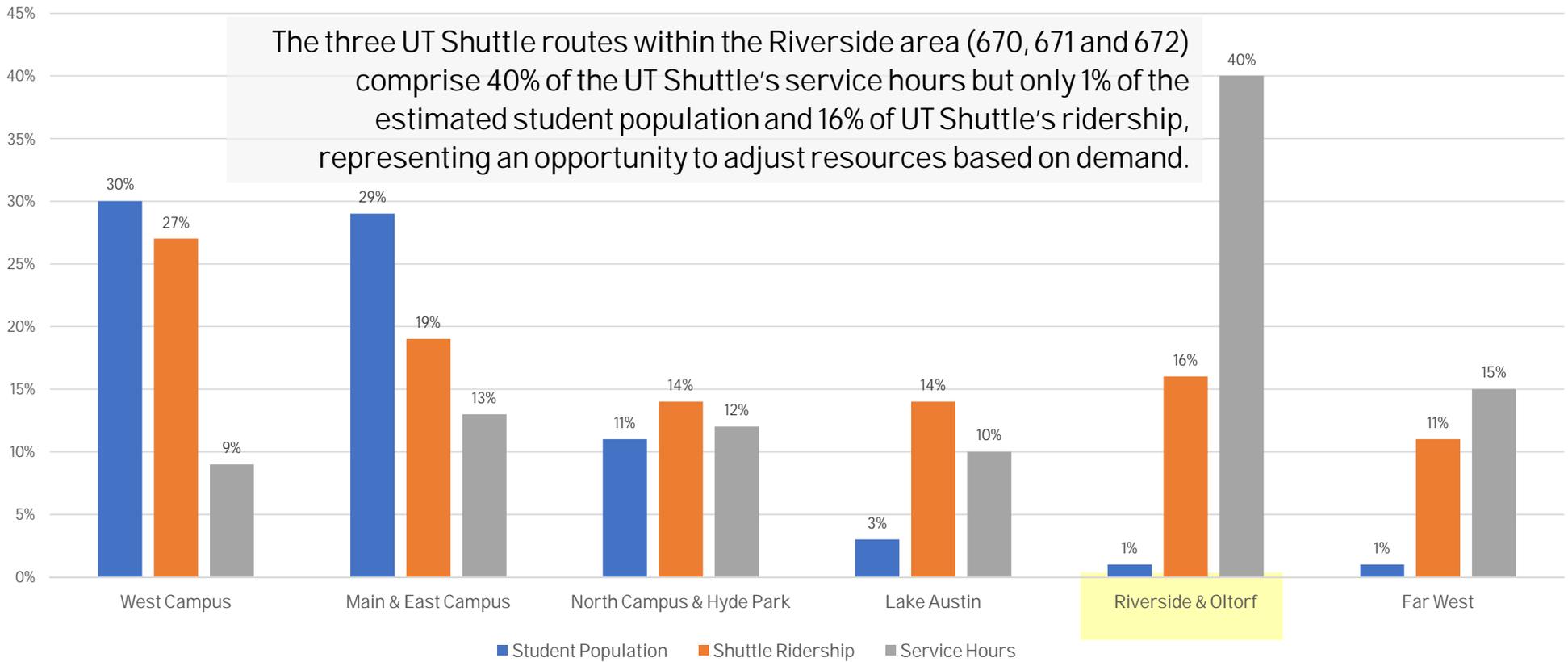
All existing stops served with a minimal total travel-time adjustment (3-minutes)

Changing Student Housing Trends

- Continued trends show **high migration away from Riverside**, with a 74% decrease over the last five years
- Growing **concentration of students in the direct periphery** of campus, especially as West Campus grows
- Rapid and the frequent route network are **drawing some students to relocate along major corridors** with mainline service



Existing Resource Allocation



Student Feedback



- Importance of frequency over travel time
- Preference for more stops along UT Shuttles for coverage
- Issue with current Route 671 routing that delays students before drop-off or after pick-up
- High usage of Route 7 and 20 to commute to campus
- Positive feedback from UT Shuttle route combination in August 2024



Title VI Analyses for Major Service Changes

Title VI Analysis for Major Service Changes

Extension of Route 483

+ 20,991 annual revenue miles

No Disparate Impact

No Disproportionate Burden

The change will expand service for late-night customers in the Riverside area, including minority and low-income communities.

Routes 670 & 671 Combo

-84,172 annual revenue miles

Potential Disparate Impact

Potential Disproportionate Burden

Minimal impact on current customers. Some customers can expect an additional three minutes in travel time.

Full connectivity will be maintained, and all existing stops will still have service with improved frequency.



Minor & Routine Schedule Adjustments

Transition to School Service

- Typical transition to normal service levels on UT Shuttle routes and school-trips on local routes
 - [Route 4](#) (7th Street) to Austin High School & the Liberal Arts and Science Academy (LASA)
 - [Route 217](#) (Montopolis Feeder) to Allison Elementary
 - [Route 315](#) (Ben White) to Small Middle School
 - [Route 333](#) (William Cannon) to Perez Elementary
 - School trips will not return on Route 337 because Rapid 837 stops at LBJ High School
- To increase transit access during UT orientation and other prerequisite activities, provide UT Shuttle service during the week of transition between the Summer and Fall semesters



Potential Minor Schedule Adjustments

 <p>Scheduled Time</p>	 <p>Layover or Timepoints</p>	 <p>Additional Trip(s)</p>	 <p>Minor Routing Adjustments & Updated Bus Stops</p>
<ul style="list-style-type: none"> Route 640 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Route 271 (Evening) 	<ul style="list-style-type: none"> Route 490 and 493 (Minor Routing Adjustments)



Public Engagement

Outreach & Public Feedback



March

- UT Shuttle Bus Committee
- Board Memo
- At-Stop Outreach on Campus
- On-Board Outreach for Route 483 Night Owl Riverside
- Meetings and Presentations with UT Stakeholders
- Operator Notices
- Service Change Website with Comment Box

April

- Signage at Specific Stops
- Customer Service Advisory Committee
- ACCESS Committee
- UT Shuttle Bus Committee
- On-Bus Brochure
- MetroAlerts & Social Media
- Virtual Presentation
- Public Hearing
- Board Approval

Regional Coordination



- Collaborating with regional partners and member cities
- Working to create meaningful engagement opportunities and ongoing communication with all cities with CapMetro service area
- Key opportunity for engagement throughout the Transit Service Plan

CapMetro

Thank you!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2025-1434

Agenda Date: 4/21/2025

Memo: Proposed August 2025 Service Changes (March 18, 2025)

To: CapMetro Board of Directors
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer
Date: March 18, 2025
Re: Proposed August 2025 Service Changes

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.

Summary of Proposed Changes & Process

The following is a high-level summary of the proposed service changes for August 2025. Future service changes could include more substantial service adjustments and various scenario options will be considered as part of our ongoing [Transit Plan 2035](#) process.

- **Extension of Route 483 Night Owl Riverside to the Airport** – The proposed extension to the Austin Bergstrom International Airport (AUS) would improve late-night connections to the airport and the Riverside area, both of which show propensity for late-night ridership. Community feedback has demonstrated strong interest in additional airport connectivity; this extension provides a near-term opportunity to close a gap for late-night travelers, employees and customers.
- **Combination of UT Shuttle Routes 670 Crossing Place and 671 North Riverside** - The proposed combination would maintain full connectivity while increasing frequency. It also would remove a one-way loop with a timepoint that currently delays customers and impedes traffic flow. All existing stops would be served with consistent bidirectional service and only a minimal total travel-time adjustment. The proposed combination builds upon lessons learned from the recent successful combination of UT Shuttle Routes 640/641 and allows for potential savings and resources to improve reliability, frequency, and service delivery.
- **Routine Transition to School Service Level and Minor Adjustment to the UT Shuttle Service Calendar** – Typical transition to normal service levels would occur on UT Shuttle routes and select school-trips on bus routes. To increase access during UT orientation and

other prerequisite activities, the transitional period between Summer and Fall would be filled in with the level provided during other transitional periods.¹

- **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. This does not impact route locations.

If approved, these changes would start on Sunday, August 17, 2025, with Night Owl adjustments occurring on Monday, August 18, 2025. The proposed changes are in accordance with CapMetro’s proposed FY 2025 budget.

Title VI Service Equity Analysis Overview

These recommendations are classified as a Major Service Change, as two operating routes will be combined into one route (resulting in the elimination of one route) and the extension of Route 483 Night Owl Riverside increases its annual revenue miles by more than 25% of its current revenue miles.² Since these are Major Service Changes, CapMetro conducted a Title VI service equity analysis to determine whether the planned changes would 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.

CapMetro proposed an extension to Route 483 Night Owl Riverside to AUS, which amounts to a total increase of 20,991 annual revenue miles. No Disparate Impact or Disproportionate Burden was identified for the proposed extension of Route 483 to AUS. The change will expand service for late-night customers in the Riverside area, including minority and low-income communities.

CapMetro also proposed to combine Routes 670 Crossing Place and Route 671 North Riverside, amounting to a total decrease of 84,172 annual revenue miles. For these proposed changes, the analysis shows a potential Disparate Impact to minority populations and a Disproportionate Burden to low-income populations. However, while the combination of Routes 670 and 671 North Riverside is a reduction in total revenue miles, the impact to the customer will be *minimal*. The extent of the impact on current customers will be an additional three minutes in travel time. Full connectivity will be maintained, and all existing stops will still have service.

The detailed service equity analysis for both proposed changes is attached in Appendix A.

¹ The level provided during transitional periods are Winter-Term and Summer-Term Service Levels, where buses depart approximately every 35-minutes on all routes from 8:00 a.m. to 6:00 p.m.

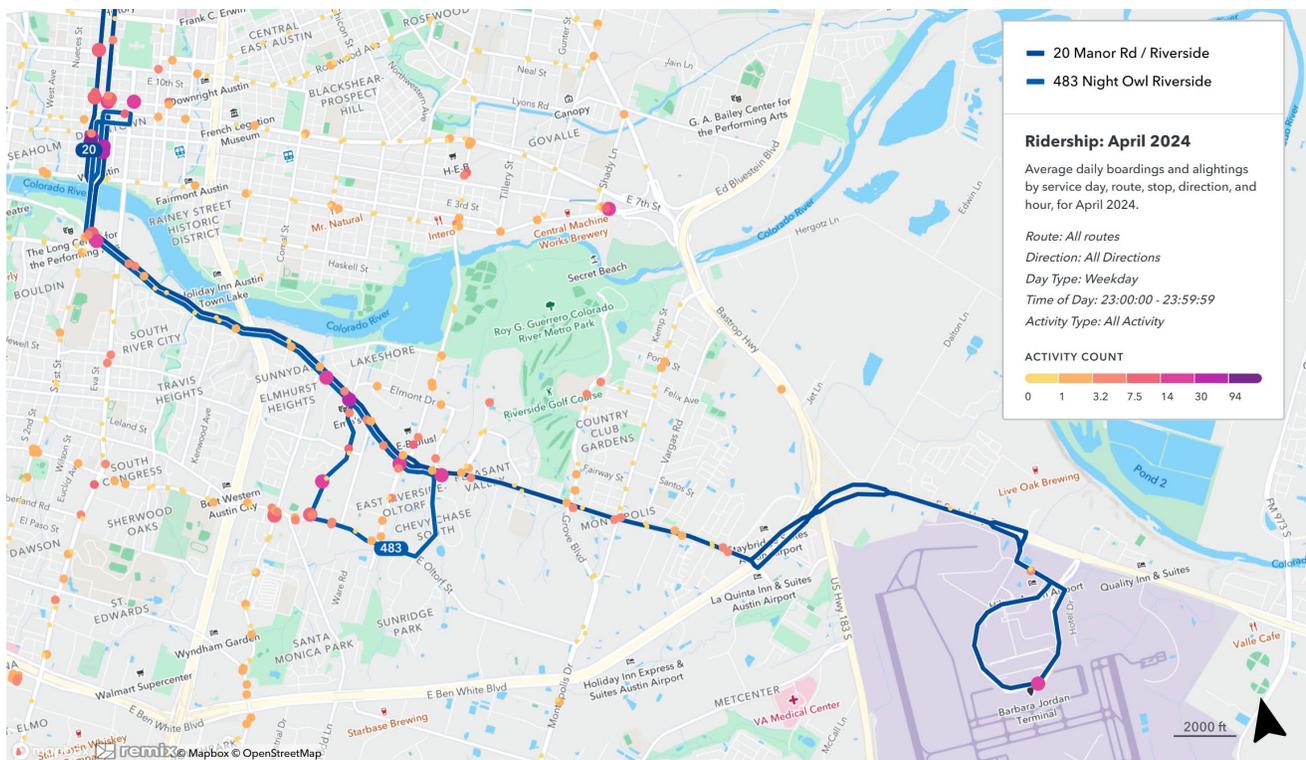
² Board Policy “Title VI Major Service Change Policy OOD-103” defines a Major service change as the establishment of new bus routes, a substantial geographical alteration on a given route of more than 25% of its route miles, the elimination of any bus service, or a major modification which causes a 25% or greater change in the number of daily service hours provided.

Detailed Overview of Proposed Changes

Extension of Route 483 Night Owl Riverside to the Airport

As part of the service change process, CapMetro staff reviewed the [Night Owl system](#) to identify potential near-term improvements for customers. Staff reviewed late-night ridership throughout the system between 11:00 p.m. and 12:00 a.m. as an indicator of potential Night Owl ridership in areas that it currently does not serve. The East Riverside corridor demonstrated consistently high late-night ridership via [Route 20 Manor Road/Riverside](#) (operates until 12:00 a.m.) and [Route 483 Night Owl Riverside](#) (operates until 3:00 a.m.). *Figure 1* displays average weekday ridership throughout the system from 11:00 p.m. to 12:00 a.m., demonstrating high usage along these corridors. The airport also emerged as a high-propensity location for Night Owl service, with an average of 16 late-night riders per hour.

Figure 1: Late-Night Ridership (11:30 p.m. to 12:00 a.m.)



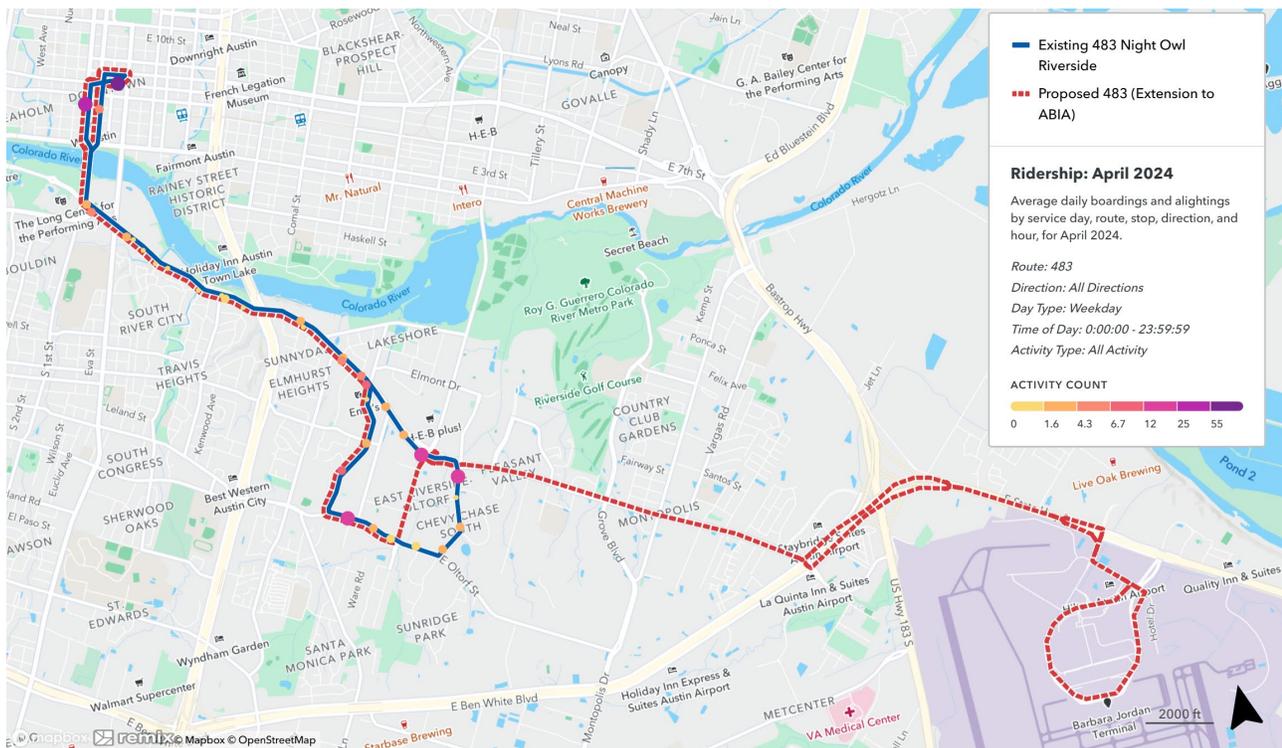
CapMetro staff also reviewed community feedback and requests for late-night service. The feedback demonstrated strong interest in improving late-night connections to the airport. There are currently no transit options to or from AUS between approximately 12:00 a.m. to 5:00 a.m. However, there are more than a dozen flights typically [arriving daily at AUS after 11:30 p.m.](#) and TSA security checkpoints open at 3:00 a.m. to accommodate early morning flights. Below are some comments we received from the public requesting improved late-night service to the airport:

- “I use the 20 bus to get to and from the airport. A lot of flights leave very early or arrive very late (near midnight) and it would be helpful if this route had runs earlier in the morning and later at night.”

- “There’s many airport flights that arrive after 11 pm, not including flight delays. It’ll be nice if a midnight bus was available from the airport. Alternatively, have a midnight and 12:30am late-night bus that connects to the downtown night-owls.”
- “We need regular service to the airport at all times. I’ve had to Uber home from the airport just because I landed after midnight.”

Based on the community feedback and ridership data, CapMetro staff propose extending Route 483 Night Owl Riverside to AUS as a near-term opportunity to close a gap for late-night travelers, employees and customers. The extended Route 483 would operate between approximately 12:00 a.m. to 3:00 a.m., Monday through Saturday. Route 20 Manor Road/Riverside would continue providing daily high-frequency service to AUS from approximately 5:00 a.m. to midnight. The proposed alignment, shown in *Figure 2*, maintains connectivity for current users, serves existing ridership hotspots, and provides additional service to AUS. A minor realignment through the Riverside area is proposed to provide connectivity to the Riverside and Pleasant Valley intersection, a key location for transit usage.

Figure 2: Proposed Extension of Route 483 Night Owl Riverside to AUS



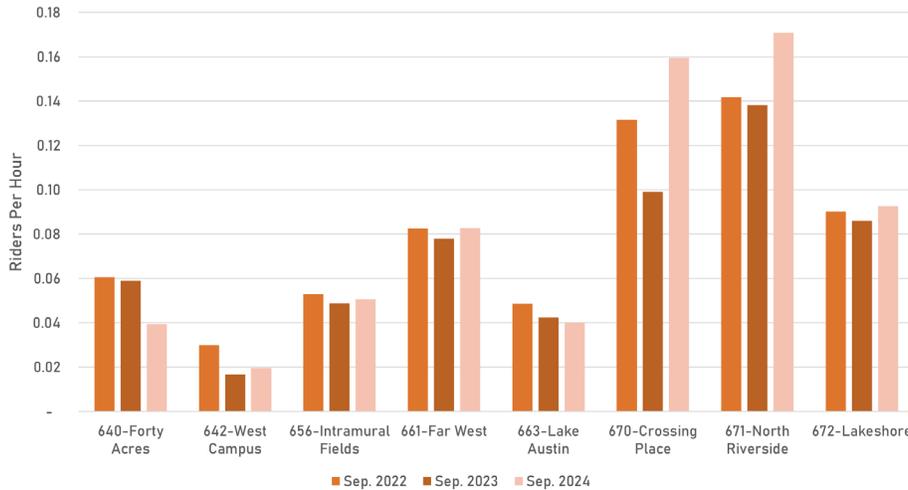
Combination of UT Shuttle Routes 670 Crossing Place and 671 North Riverside

As part of the service change process, CapMetro staff reviewed the [UT Shuttle system](#) to identify potential near-term improvements for customers. Staff reviewed ridership trends, community feedback, student address distribution data and other criteria. UT Shuttle [Routes 670 Crossing Place](#) and [671 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 670 Crossing Place and 671 North Riverside continue to experience long-standing 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 8-12-minute peak frequencies and averaged less than 500 weekday riders in Fall 2024. 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 670 and 671 have significantly declined in recent years; since Fall 2019, ridership for Route 670 and 671 has declined by 80% and 47%, respectively.

Figure 3: UT Shuttle Service Hours Per Rider

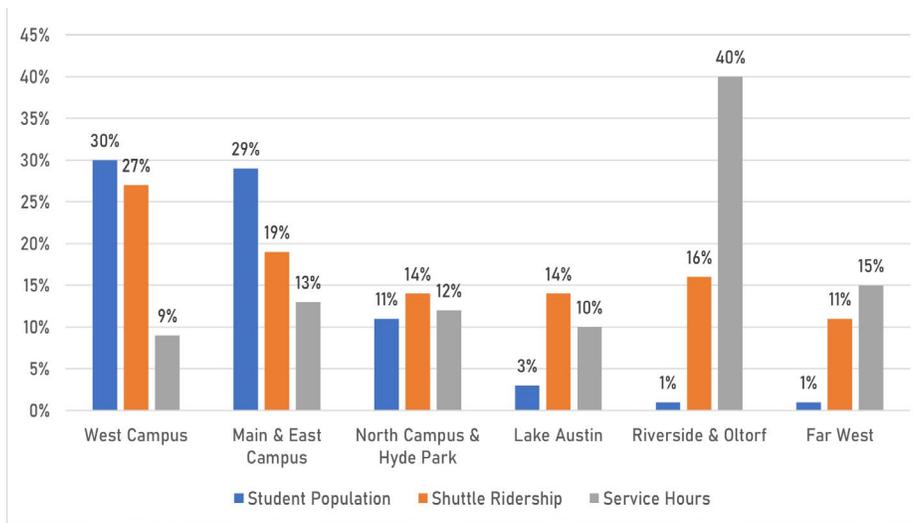


Changing Student Population in the Riverside Area

Continued trends show high migration of UT students from the Riverside area, with an estimated 74% decrease over the last five years.³ 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. Overall, the three UT Shuttle routes within the Riverside area (670, 671 and 672) comprise 40% of the UT Shuttle’s service hours but only 1% of the estimated student population and 16% of UT Shuttle’s ridership, representing a mismatch of resources.

³ 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 2024, approximately 68% of students provided an address, of which 70% 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 4: UT Shuttle Resource Allocation



Community Feedback

CapMetro staff also reviewed community feedback and requests for the UT Shuttle system. The feedback reflected the importance of frequency over travel time and preference for higher stop coverage along UT Shuttle routes. Customers and operators also reported concerns about Route 671’s timepoint that currently delays customers before drop-off and after-pick up and presents conflicts with vehicular traffic.

Recommendation

Based on the analysis, CapMetro staff propose combining UT Shuttle Routes 670 Crossing Place and 671 North Riverside while maintaining full connectivity and improving frequency. All existing stops would be served with consistent bidirectional service and only a minimal total travel-time adjustment (approximately 3 minutes). The combination would also allow for the removal of a one-way loop with a timepoint that currently delays Route 671 customers and impedes traffic flow. It builds upon lessons learned and feedback from the recent successful combination of 640/641 and allows for potential savings and resources to improve reliability, frequency and service delivery.

Figure 5: Existing Route 670 and 671

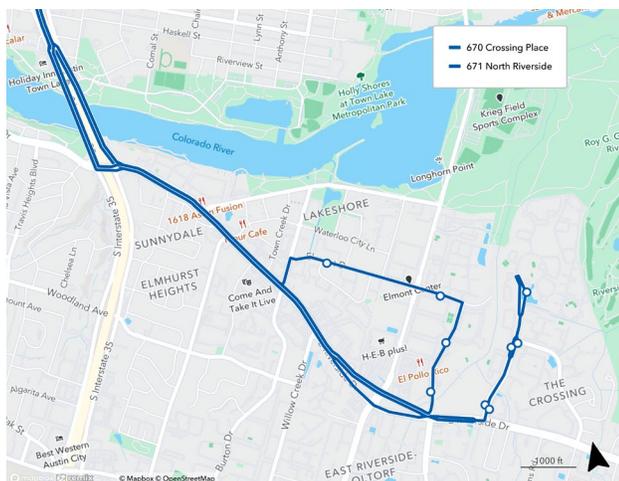


Figure 6: Combined Route 670 and 671



The proposed UT Shuttle adjustments are subject to review and approval by the UT Shuttle Bus Committee, as per the Interlocal Agreement between CapMetro and the University of Texas.⁴ On February 28, 2025, CapMetro presented the recommended adjustments to the committee. The committee recommended that CapMetro proceed with public engagement on this matter. Once the feedback from the public has been reviewed, the UT Shuttle Bus Committee will conduct a formal vote before considering this proposed service change item in April.

Engagement

The proposed August 2025 Service Changes process includes a public involvement plan to notify key stakeholders and communities and solicit input from potentially impacted riders. Community engagement will kick off on March 17 and will coincide with the engagement for the proposed Bikeshare fare updates. Input will also be solicited from advisory committees, customers, 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 April 14, 2025, before the board considers action on this item. Engagement efforts will be summarized, and community feedback will be reviewed prior to bringing the service change proposal to the board for approval on April 21, 2025. Once the proposed changes are finalized after board review, we will promote final decisions on service through communications and marketing materials.

Regional Coordination

Collaborating with regional partners and member cities is essential to achieving CapMetro's vision. Together, we address concerns, assess service effectiveness, and work toward shaping a prosperous transit landscape for our region. The proposed August 2025 Service Changes may include minor schedule adjustments to regional service to improve day-to-day service.

The CapMetro Government Affairs and Regional Planning team, in close coordination with Planning and Development staff, continues to facilitate engagement opportunities and ongoing communication with all municipalities within CapMetro's service area. CapMetro staff are actively evaluating potential enhancements to Pickup zones within our member cities based on customer feedback and input from our respective elected official and intergovernmental staff leadership in CapMetro's member cities. These service adjustments could occur as part of a finalized set of service change proposals; any change will be informed by CapMetro's ongoing analysis, the Transit Plan 2035 process, and/or any new data resulting from comprehensive planning efforts or customer travel trends within the region.

⁴ The UT Shuttle Bus Committee solicits input from students, staff and faculty, and recommends plans for improvement of the safety, scheduling, routing and overall performance of the UT Shuttle services. It also serves as a formal channel of communication and an outlet for action on transportation issues and recommendations. Per the Interlocal Agreement between CapMetro and the University of Texas, Major changes for the UT Shuttle Services must be presented to the University of Texas at least one month in advance of any public presentation on the change proposal. In addition, advance written approval of the University is required for major service changes.

In addition, staff recently engaged with our regional partners and member cities to discuss scheduling and service planning needs in the near term and the longer term through Transit Plan 2035. We continue to work with each jurisdiction to understand their feedback, evaluate existing and future services, model any potential service adjustment scenarios, and address issues as part of the Service Changes and Transit Plan 2035 processes. Looking ahead, CapMetro staff will coordinate to meet with each member city to discuss near-term considerations for proposed service changes and upcoming Transit Plan 2035 progress.

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

Appendix A: Title VI Analysis

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. The following analyses were conducted in accordance with Title VI policies adopted by the Board in May 2024.

Major Service Change Methodology

The Major Service Change policy requires CapMetro to conduct a service equity analysis whenever there is a “Major service change” as defined in the policy. “Major service change” is defined to include “the establishment of a new fixed-route bus route, elimination of any fixed-route bus or rail route in its entirety, a geographic change on a given transit route of 25% or more of its annual revenue miles or hours.” Both of the following analyses have qualified under these standards.

Title VI Service Equity Analysis Methodology

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

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

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

Baseline Data

Census Data

When proposing to provide new service to a neighborhood or corridor not served by CapMetro, staff compare the population served by the proposed routes with the population in the service area using

Census data. Based on Census data, the population in CapMetro’s service area is 51.7% minority and 14.0% people with low incomes.

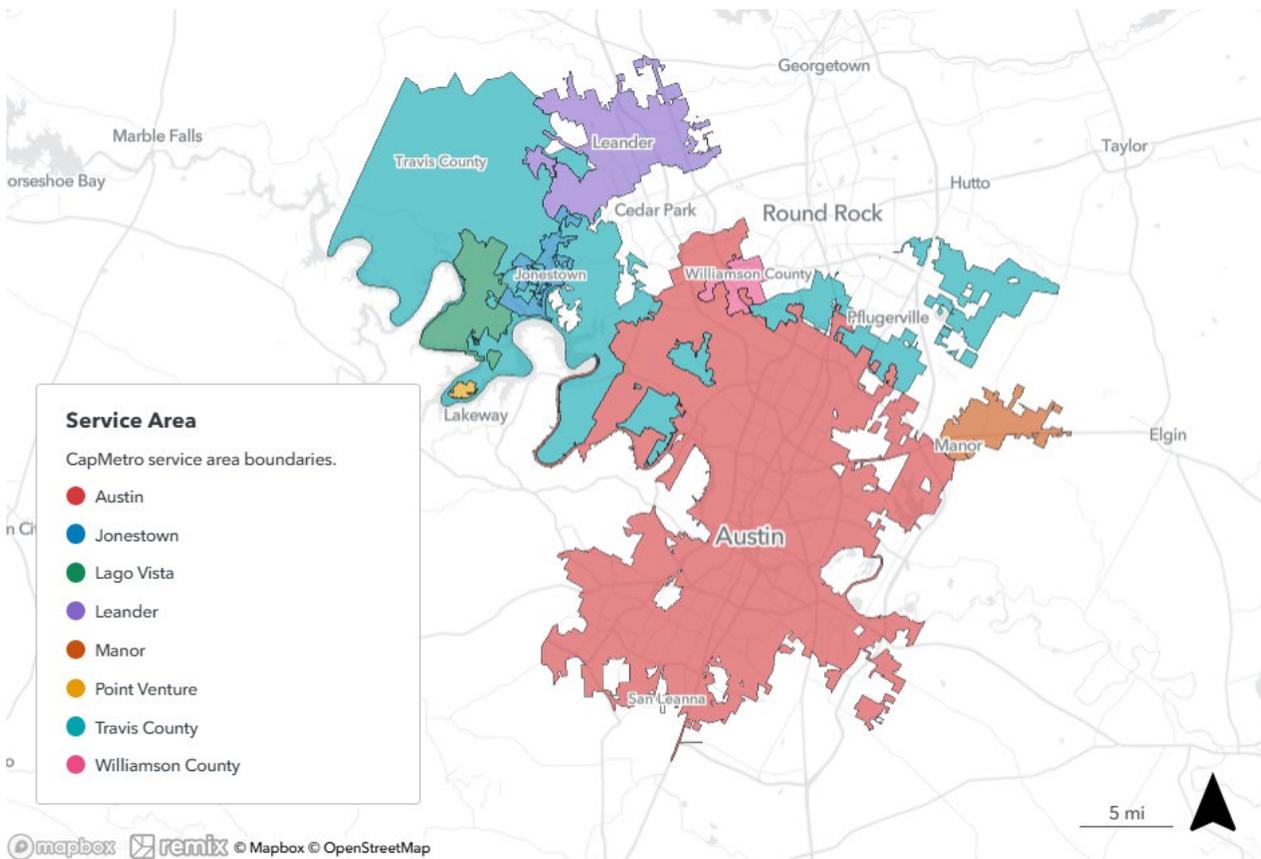
Onboard Surveys

For changes that predominantly affect existing riders, CapMetro utilizes on-board survey data. On-board surveys are completed every 5 years, most recently in 2023. The survey provides a statistically significant snapshot of CapMetro riders and their demographics. Based on the on-board survey data, CapMetro riders are 67.7% minority and 49.5% people with low incomes.

Table 1: CapMetro Demographics

	Service Area	Actual Customers
Minority	51.7%	67.7%
Low-Income	14.0%	49.5%
Source	5 Year ACS Data (2019– 2023)	2023 Onboard Surveys

Figure 7: CapMetro Service Area



Route 483 Night Owl Riverside Extension to AUS Analysis

Demographics

Staff utilized Remix to obtain Census data for the area within a 0.25-mile radius around existing and proposed bus stops. As shown in Table 2, existing Route 483 Night Owl Riverside serves higher than average minority and low-income populations. The proposed Route 483 Night Owl Riverside with an extension to the airport would serve additional minority and low-income populations.

Table 2: Demographics of Proposed Routes (ACS 5-year, 2023-2019)

Route	Minority (Census)	Low-Income (Census)	Minority	Low-Income
Route 483	54.0%	20.0%	Yes	Yes
Route 483 with Proposed Extension	56.0%	23.0%	Yes	Yes
Service Area Comparison	51.7%	14.5%		

Figure 8: Proposed Route 483 Extension and Minority People per Square Mile (ACS 2019-2023 5 Year Estimates)

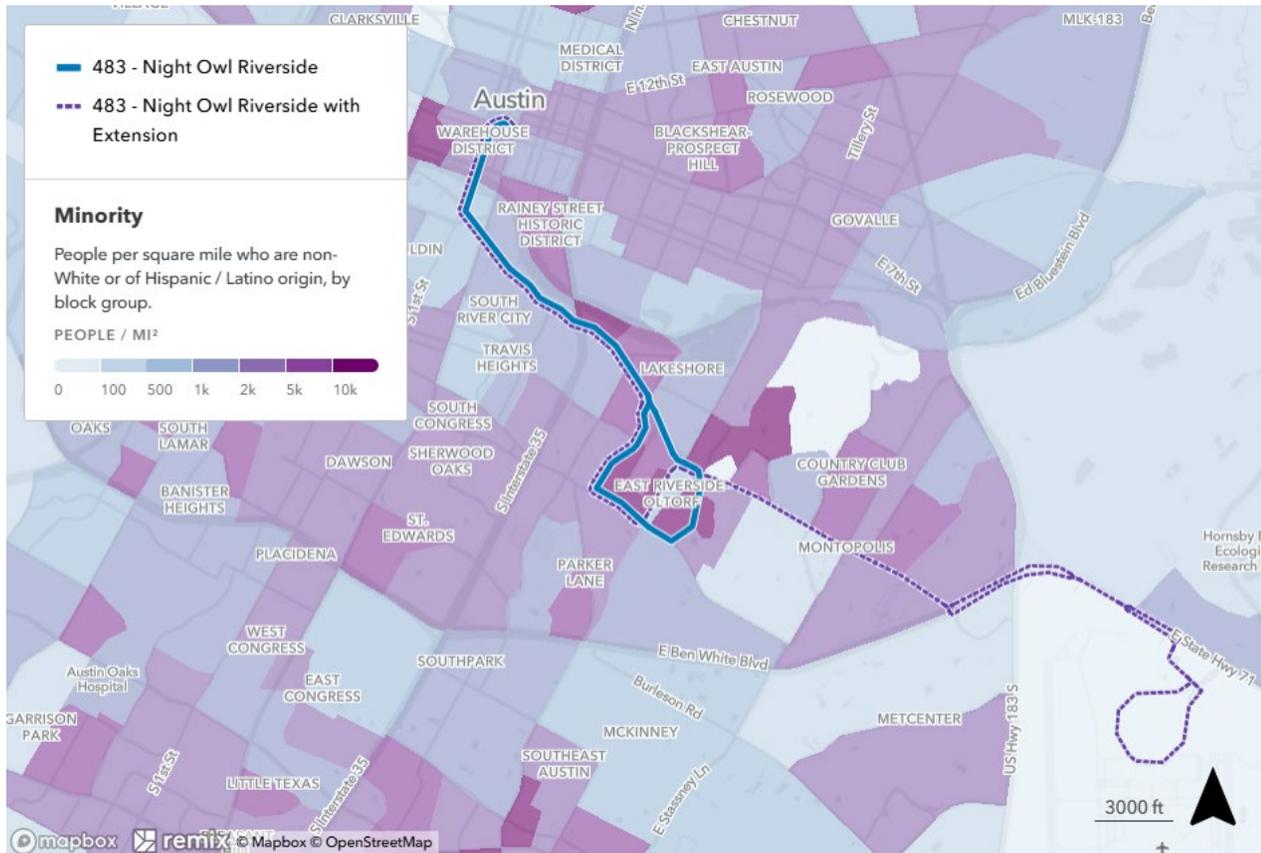
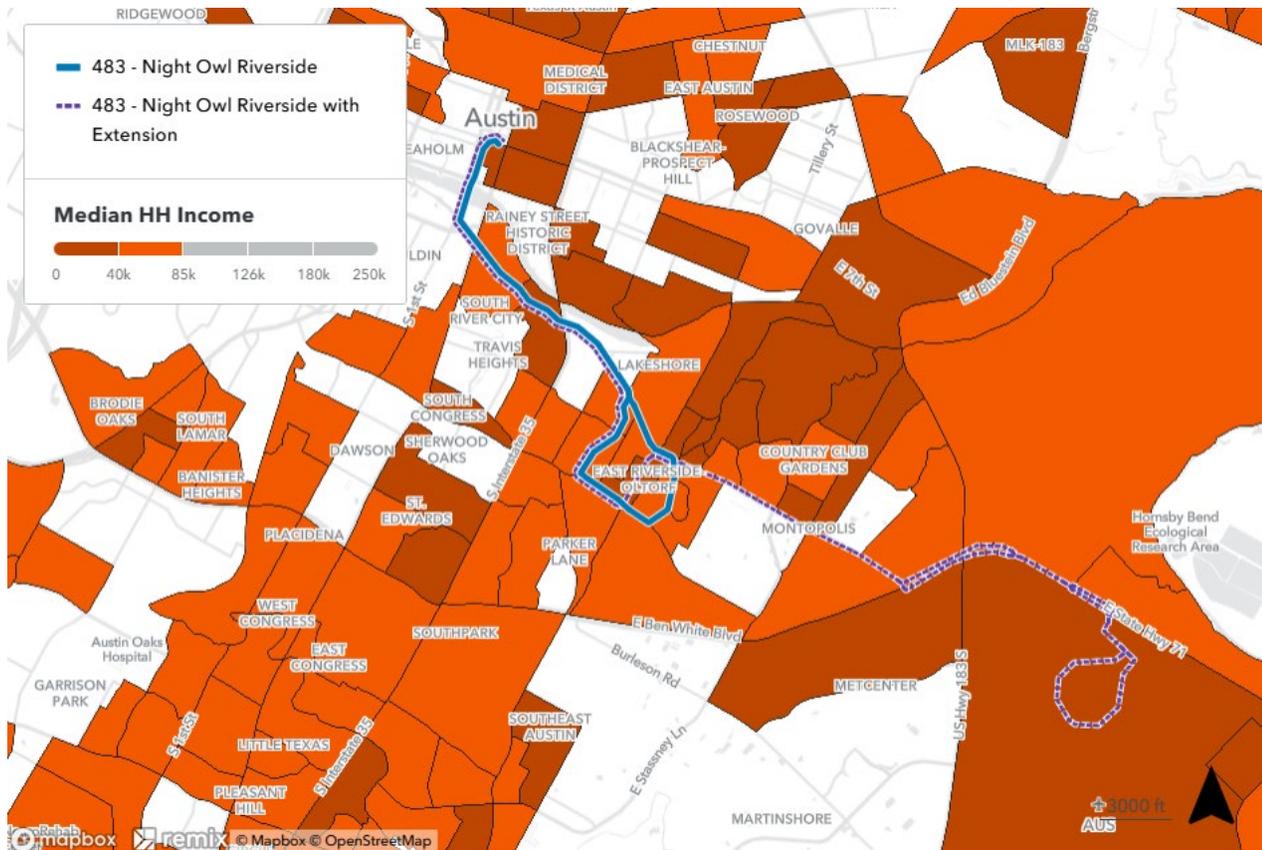


Figure 9: Proposed Route 483 Extension and Households with Income less than \$85k (ACS 2019-2023 5 Year Estimates)



Analysis Results

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

CapMetro is proposing an extension of an existing route, amounting to a total increase of 20,991 annual revenue miles. To ensure they receive their share of the benefit of this increase, minority populations should receive at least 49.72% of the revenue mile increase and low-income populations should receive 11.97% of the revenue mile increase (both percentages 2 percentage points less than the service area average).

Minority Results

Based on the population located within a quarter mile of the proposed transit stops and the proposed revenue miles on each route, an increase in service will be received by a population that is 57.5% minority (5.8 percentage points higher than the service area average).

Conclusion: No Disparate Impact to minority populations from the proposed changes to Route 483.

Table 3: Route 483 Extension Revenue Mile Changes and Minority Population

Route	Percent of Minority Residents <i>(ACS, 2019-2023)</i>	Revenue Miles (Current)	Revenue Miles (Proposed)	Revenue Miles Difference	Minority Revenue Miles
Route 483 Night Owl Riverside	54%	15,563	0	-15,563	-8,404
Route 483 Night Owl Riverside + Proposed Extension to AUS	56%	0	36,554	36,554	20,470
Service Area Average	51.7%				
Totals		15,563	36,554	20,991	12,066

Low-Income Results

Based on the population located within a quarter mile of the proposed transit stops and the proposed revenue miles on each route, an increase in service will be received by a population that is 25.2% people with low incomes (11.3 percentage points higher than the service area average).

Conclusion: No Disproportionate Burden to low-income populations from the proposed changes to Route 483.

Table 4: Route 483 Extension Revenue Mile Changes and Low-Income Population

Route	Percent of Residents w Low Income <i>(ACS, 2019-2023)</i>	Revenue Miles (Current)	Revenue Miles (Proposed)	Revenue Miles Difference	Low Income Revenue Miles
Route 483 Night Owl Riverside	20%	15,563	0	-15,563	-3,113
Route 483 Night Owl Riverside + Proposed Extension to AUS	23%	0	36,554	36,554	8,407
Service Area Average	14.0%				
Totals		15,563	36,554	20,991	5,295

Conclusion

Minority and low-income populations will receive their share of the benefit of this increase in service.

Combination of UT Shuttle Routes 670 and 671

Demographics

Staff utilized onboard survey data to identify the minority and low-income populations impacted by this change. As shown in the table below, existing Routes 670 Crossing Place and 671 North Riverside serve higher than average minority and low-income populations.

Table 5: Demographics of Proposed Routes (On-Board Survey)

Route	Minority (Onboard)	Low-Income (Onboard)	Minority⁴	Low-Income⁵
Route 670 Crossing Place	75.2%	87.3%	YES	YES
Route 671 North Riverside	72.0%	82.6%	YES	YES
Route 670-671 Combination	74.0%	85.6%	YES	YES
System Comparison	67.7%	49.5%		

Analysis Results

The **percentage of minority and low-income customers** currently served by the proposed changes were compared to the **system average** to determine whether there is a Disparate Impact, measured in revenue miles, as required by CapMetro policy.

CapMetro is proposing the two routes be combined, amounting to a total decrease of 84,172 annual revenue miles. In order to receive no more than their share of the impact, minority populations should receive no more than 69.7% of the revenue mile reduction and low-income populations should receive no more than 51.5% of the revenue mile increase (both percentages 2 percentage points more than the system average, based on onboard survey data).

Minority Results

Based on the onboard survey data, the reduction in revenue miles will be received by a population that is 70.8% minority (3 percentage points higher than the service area average).

Conclusion: Results show a potential Disparate Impact to minority populations from the proposed changes to Routes 670 and 671.

Table 6: Combination of Route 670 and 671 Revenue Mile Changes and Minority Customers

Route	Percent of Minority Customers (Onboard Survey, 2023)	Revenue Miles (Current)	Revenue Miles (Proposed)	Revenue Miles Difference	Minority Revenue Miles
Route 671 North Riverside (Proposed Elimination)	72%	118,202	0	-118,202	-85,127
Combination of Route 670 + Route 671 (Retains all of 670 and adds all other pieces of 671)	75.2%	141,909	175,940	34,031	25,575
System Average, Minority Customers	67.7%				
Totals		260,112	175,940	-84,172	-59,552

Low-Income Results

Based on the aggregated on-board survey data for both routes, a reduction in revenue miles will be received by a population that is 80.7% people with low incomes (31.2 percentage points higher than the system average).

Conclusion: Results show a potential Disproportionate Burden to populations from the proposed changes to Route 670 and 671.

Table 7: Combination of Route 670 and 671 Revenue Mile Changes and Customers with Low Incomes

Route	Percent of Customers with Low Incomes (Onboard Survey, 2023)	Revenue Miles (Current)	Revenue Miles (Proposed)	Revenue Miles Difference	Low Income Revenue Miles
Route 671 North Riverside (Proposed Elimination)	82.6%	118,202	0	-118,202	-97,620
Combination of 670 + Route 671 (Retains all of 670 and adds all other pieces of 671)	87.3%	141,909	175,940	34,031	29,720
System Average	49.5%				
Totals		260,112	175,940	-84,172	-67,900

Conclusion

A potential Disparate Impact and Disproportionate Burden was identified through this analysis.

Though minority and low-income populations will be impacted by this change, the impact to the customer will be *minimal*; customers can expect an additional three minutes in travel. Full connectivity will be maintained, and **all existing stops will still have service**. This combined route will continue to provide high quality and frequent service to student apartments on Riverside.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2025-1467

Agenda Date: 4/21/2025

Memo: Updates on the Proposed August 2025 Service Changes (April 15, 2025)

To: CapMetro Board of Directors
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer
Date: April 15, 2025
Re: Updates on the Proposed August 2025 Service Changes

CapMetro staff provided a [memo](#) to the Board outlining our proposed August 2025 Service Changes and corresponding community engagement work. This memo provides an update on those activities.

Proposed adjustments to UT Shuttle services require advance review and approval by the University of Texas per our Interlocal Agreement. On March 31, 2025, the UT Shuttle Bus Committee reviewed and unanimously approved the proposed UT Shuttle route adjustments. The UT Shuttle Bus Committee solicits input from students, staff and faculty, and serves as a formal channel of communication and outlet for action on UT Shuttle services. The committee meeting had student representatives from the Tenant Advisory Board, the Graduate Student Assembly, and the Office of the Dean of Students, among others.

CapMetro's service change public involvement plan aims to keep customers informed on the potential changes and gather input to guide the decision-making process. Community engagement kicked off on March 18, 2025, and a public hearing was held on April 14, 2025. During this period, CapMetro staff directly spoke with over 175 customers and 25 operators during at-stop and on-board outreach. The community also had an opportunity to [comment on the webpage](#), participate in a virtual public meeting, and engage through other channels specified in the appendices of this memo.

Feedback from customers and operators has been positive and has reflected interest in the new or improved connectivity options, such as:

- "Very happy about 483 to AUS. It always bothered me that there was no bus from the airport after 11:30 pm when there's plenty of flights coming in after that. Great job addressing that gap!"
- "The night owl extension down Riverside for the 483 will be a game changer. Thank you!"

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 April 21, 2025. If approved, the changes would be implemented on Sunday, August 17, with Route 483 Night Owl Riverside adjustments starting Monday, August 18.

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

Appendix A: Community Engagement for August 2025 Service Changes

The following is a list of all engagement efforts conducted for the August 2025 Service Changes, including tailored outreach to ensure customers potentially affected by proposed changes are informed and able to provide feedback.

- **Communication and Meetings with the UT Shuttle Bus Committee (February 28, 2025 – Ongoing)**
 - On February 28, 2025, CapMetro staff reviewed the proposed UT Shuttle adjustments with the UT Shuttle Bus Committee. The committee provided feedback and unanimously approved proceeding with public engagement on the matter.
 - On March 31, 2025, CapMetro staff reviewed the proposed August 2025 Service Changes with the UT Shuttle Bus Committee and shared preliminary community feedback on the proposed UT Shuttle adjustments. The committee unanimously approved proceeding with the proposed changes.
- **Board Memo (March 18, 2025)**
- **Service Change Webpage with Comment Box (March 18, 2025 – April 14, 2025)**
 - The CapMetro [webpage](#) provides details of the proposed service changes and included an opportunity to provide comments, register for a virtual public meeting, and sign-up to speak at the scheduled public hearing.
- **CapMetro Alerts Text Messages (March 18, 2025 - Ongoing)**
 - Email and text went out to all subscribers.
- **Email to CapMetro's Contact List and Listserv (March 18, 2025 - Ongoing)**
 - Email updates were provided to 10,725 customers, stakeholders and interested members via our contact list and listserv.
 - Emailed applicable UT student organizations and stakeholders with feedback opportunities.
- **Operator Communications (March 25, 2025 - Ongoing)**
 - All operators with Keolis received notice of the proposed change through flyers in their mailboxes, flyers posted in the breakrooms and mailrooms, and TimePoint TV.
 - Discussed the proposed changes with operators during at-stop and on-board outreach and will be an upcoming item at the May 2025 Frontline Town Hall.
 - Discussed the proposed changes with the Amalgamated Transit Union (ATU).
- **At-Stop Outreach with Flyers (March 25, 2025 – April 1, 2025)**
 - CapMetro staff directly discussed the proposed service changes with 141 customers and 23 operators at-stops along the impacted routes. Customers were provided a double-sided one-page flyer in English and Spanish.
- **Late-Night On-Board Outreach for Route 483 Night Owl Riverside (March 26, 2025 – April 3, 2025)**
 - CapMetro staff conducted late-night on-board outreach on Route 483 Night Owl Riverside and directly discussed the proposed service changes with 30 customers and the operators.
- **Public Hearing Notice (March 30, 2025)**
- **Social Media Posts (March 31, 2025 – Ongoing)**
- **CapMetro Advisory Committees (March 31, 2025 – April 9, 2025)**

- Email updates were provided to the Project Connect Community Advisory Committee (CAC), the Diversity, Equity and Inclusion (DEI) Advisory Group, and the disabilities rights group ADAPT on March 31, 2025.
- Presented at the CapMetro Access Advisory Committee on April 2, 2025, and the CapMetro Customer Satisfaction Advisory Committee (CSAC) on April 9, 2025.
- **Message Centers (April 2, 2025 – Ongoing)**
 - Signage was placed onboard directly behind drivers' seats.
- **At-Stop Signage (April 4, 2025 – Ongoing)**
- **Rack Cards (April 6, 2025 – Ongoing)**
 - Brochures are available onboard at the front of buses.
- **Virtual Public Meeting (April 9, 2025)**
- **Public Hearing (April 14, 2025)**
- **Upcoming Board Meeting (April 21, 2025)**

Appendix B: August 2025 Service Changes Email Sent to Customers

Subject: Service Change 2025 Updates

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.

The proposed major service changes for August 2025 include combining UT Shuttle Routes 670 Crossing Place & 671 North Riverside, extending Route 483 Night Owl Riverside to the airport and minor schedule adjustments. If approved by the CapMetro Board, these changes will start on Sunday, **August 17** with Route 483 Night Owl Riverside adjustments starting Monday, August 18.

More information about the changes is below, while detailed information, including maps of the proposed changes, can be found [here](#).

Route 483 Night Owl – Riverside to the Airport:

The Route 483 Night Owl is proposed to be extended to Austin-Bergstrom International Airport (AUS). This will help provide late-night rides to the airport and the Riverside area, both of which have many people riding late at night.

Combining UT Shuttle Routes 670 and 671:

UT Shuttle routes 670 and 671 are proposed to be combined to allow for service to run more often and more efficiently. This will remove a one-way loop that causes delays and slows down traffic. All current stops will still be served, and buses will run in both directions with only a small change in travel time. This change will help improve service and save resources.

Back to School Service and UT Shuttle Changes:

When school starts, regular service will return on UT Shuttle routes and certain school bus routes. School trips will not return on Route 337 because Rapid 837 services LBJ High School. During the time between Summer and Fall, service will be added for UT orientation and other events.

Small Adjustments to Bus and Rail Schedules:

To make sure buses and trains are on time and reliable, some small changes may be made to bus and rail schedules or stop locations. These changes won't affect the routes, just the times and stops.

Share your Feedback:

Public Meeting: We want to discuss feedback on the proposed August 2025 service changes with the community. Join a virtual public meeting on April 9 from 5-6 p.m. [REGISTER HERE](#).

Public Hearing: Attend a public hearing on April 14 at CapMetro Headquarters (2910 E 5th St.), which is served by Routes 2, 4, 300, 800 and Pickup. 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 14, 2025. 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.

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

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 martin.kareithi@capmetro.org for more info or to request info in another format.

For additional questions contact engage@capmetro.org.

Thank you!

CapMetro Team

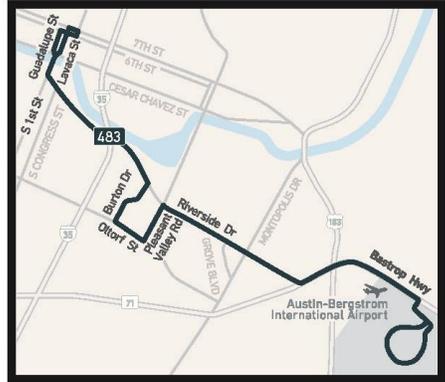
Appendix C: Flyer for June 2025 Service Changes Engagement (Double-Sided in Spanish)

PROPOSED AUGUST 2025 SERVICE CHANGES

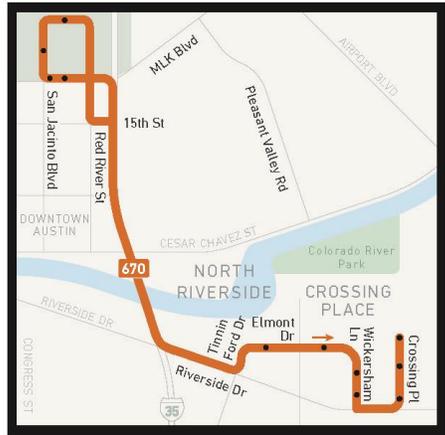
CapMetro updates service three times a year to improve your ride and respond to how customers use transit. If approved by the CapMetro Board, the following changes take effect Sunday, August 17, with Route 483 adjustments starting Monday, August 18.

- **EXTENSION OF ROUTE 483 NIGHT OWL RIVERSIDE TO THE AIRPORT**
 This extension improves late-night travel between the airport and the Riverside area—both high-ridership areas at night. Community feedback shows strong interest in better airport access, and this change helps late-night travelers, employees and customers.
- **COMBINATION OF UT SHUTTLE ROUTES 670 & 671**
 We are combining these two routes to make service more frequent and efficient. The new combined route will be titled Route 670 North Riverside and still stop at the same places. It won't have a one-way loop that causes delays and traffic problems. This is like the successful combining of Routes 640 & 641.
- **SCHOOL SERVICE ADJUSTMENTS**

 - Regular **UT Shuttle and school-trip routes (4, 217, 315 & 333)** transition to normal service levels. School trips will not return on Route 337 because Rapid 837 services LBJ High School.
 - **UT Shuttle service** will operate from 8 a.m. to 6 p.m. every 35 minutes during the transition week between Summer and Fall semesters.
- **MINOR SCHEDULE CHANGES:**
 Some routes will have small changes to their schedules to make them more reliable, taking into account traffic and construction. We will post updates online once these are finalized.



PROPOSED ROUTE 483



PROPOSED ROUTE 670 NORTH RIVERSIDE

SHARE YOUR FEEDBACK

- **Join a VIRTUAL public meeting**
 April 9 from 5-6 p.m.
 Register here:
publicinput.com/august2025
- **Attend a public hearing on the proposed August 2025 Service Changes!**
 April 14 at noon.
 CapMetro Headquarters (2910 E 5th St.)
 Served by Routes 2, 4, 300, 800 and Pickup East ATX.



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 martin.kareithi@capmetro.org for more info or to request info in another format.



GET MORE INFO AT
CAPMETRO.ORG/AUGUST2025

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 2025 Service Changes, beyond the routine transition to school service levels.

<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 640 (Travel Time)
<i>Layovers & Timepoints</i>	May adjust the allocated time or location for a layover/timepoint	<ul style="list-style-type: none"> • Route 640 (Layover)
<i>Additional Trip(s)</i>	May add individual scheduled trip(s) in response to passenger demand and need.	<ul style="list-style-type: none"> • Route 271 (Evening)
<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"> • Route 490 and Route 493 (Routing by Lakeside Apartments) • Rapid 803 (Domain Station)

Board of Directors

Item #: AI-2025-1454

Agenda Date: 4/21/2025

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a month-to-month lease with 1303 Properties Ltd. DBA Travis Properties for approximately 7,052 square feet of rentable square feet of office space on the first floor of the Travis Building located at 209 West 9th Street, Austin, TX 78701, extending the month to month lease through September 30, 2026 for a total amount not to exceed \$925,575.

FISCAL IMPACT:

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

STRATEGIC PLAN:

Strategic Goal Alignment:

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

Strategic Objectives:

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

EXPLANATION OF STRATEGIC ALIGNMENT: This proposed renewal of the month-to-month lease on this space allows MetroAccess Eligibility clients and employees to continue to have easy access to MetroAccess Eligibility until the renovation of their new office space at 624 North Pleasant Valley Road is complete, as there are multiple bus routes that service this location.

BUSINESS CASE: Until the renovation of 624 North Pleasant Valley office space is complete, CapMetro does not have adequate administrative office space to house all its services. This existing lease space is located centrally, in Downtown Austin, and is easily accessed by public transportation services, so continuing this existing lease until the new space is ready makes the most business sense.

COMMITTEE RECOMMENDATION: The item was presented and recommended for approval at the Operations, Planning and Safety Committee on April 14, 2025.

EXECUTIVE SUMMARY: CapMetro will continue to house MetroAccess Eligibility in this leased space until build out of the 624 North Valley Road office space is completed. The lease will be a month-to-month lease which can be terminated by either party with sixty (60) days' advance notice. We also request the Board to approve funding to support the lease for a 34-month period (35 x \$26,445.00 = \$925,575) in a not to exceed amount of \$925,575. This lease allows CapMetro to provide continued customer service at a centralized downtown location.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Real Estate

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2025-1454

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to conduct required operations in an efficient and economical manner; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to continue to lease space for administrative and customer services; and

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute an extension of a month to month lease with 1303 Properties Ltd. DBA Travis Properties for approximately 7,052 rentable square feet of office space on the first floor of the Travis Building located at 209 West 9th Street, Austin, TX 78701 for a term not to exceed thirty-five (35) months, in an amount not to exceed \$925,575.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2025-1376

Agenda Date: 4/21/2025

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Modern Rail Systems to purchase, install, test and commission defect detectors on the Central Subdivision installing two new locations for a base term of one (1) year in an amount not to exceed \$900,507.

FISCAL IMPACT:

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

STRATEGIC PLAN:

Strategic Goal Alignment:

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

Strategic Objectives:

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

EXPLANATION OF STRATEGIC ALIGNMENT: The overall goal of the project is to establish defect detector sites that will detect and transmit information regarding train-related issues that may encroach on the integrity of CapMetro’s alignment and the safety of rail operations. These systems aim to identify small problems before they escalate into major, costly, and potentially dangerous situations.

BUSINESS CASE: Investing in standardized, modern railroad Defect Detector sites along CapMetro’s alignment will significantly enhance safety, improve operational efficiency, and reduce long-term costs.

COMMITTEE RECOMMENDATION: The item was presented and recommended for approval by the Operations, Planning and Safety Committee on April 14, 2025.

EXECUTIVE SUMMARY: This resolution is to contract a vendor to purchase and install two new Defect Detectors on the CapMetro Rail Central Subdivision. This will improve operational efficiency, enhance safety and reduce accidents and derailment risks by providing real-time early detection of equipment issues.

Certain types of defect detectors identify different types of risks a train might encounter in the right-of-way, such as clearance/height issues, dragging equipment that has fallen from the train, overheating bearing issues, and more.

The planned install aligns with industry best practices and regulatory recommendations, positioning CapMetro as a leader in rail safety and operational excellence.

DBE/SBE PARTICIPATION: An 8% SBE goal was assigned to this procurement. The contractor has committed to 27.96% during the term of the contract and will be monitored.

PROCUREMENT:

On December 23, 2024, an Invitation for Bids was issued and formally advertised for Rail Defect Detectors. By the closing date of January 27, 2025, two (2) bids were received. In accordance with the instructions in the solicitation, award will be made to the lowest responsive responsible bidder for the work. Based on the evaluations and cost analysis conducted, the proposal from Modern Railway Systems (“MRS”) in the total amount of \$900,507.00 is determined to be the responsive responsible bid/bidder for the Rail Defect Detectors. The contract term is one (1) year from the Notice to Proceed.

RESPONSIBLE DEPARTMENT: Rail Department

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2025-1376

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro Management recognize the need to enhance safety along the Rail Central Subdivision and mitigate the risks of accidents and derailments; and damage to existing CapMetro wayside infrastructure.

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro Management recognize the need to provide a safe, efficient and reliable rail service to our customers and freight tenants.

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro Management recognize the need to finalize and execute the purchase and commissioning of Defect Detectors via a contract secured through competitive bidding.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, of her designee, is authorized to finalize and execute a contract with Modern Rail Systems to purchase, install, test and commission defect detectors on the Central Subdivision installing two new locations for a base term of one (1) in a total amount not to exceed \$900,507.

Date: _____

**Secretary of the Board
Becki Ross**

CapMetro

RRC0299
Defect Detectors

Goal of the Project

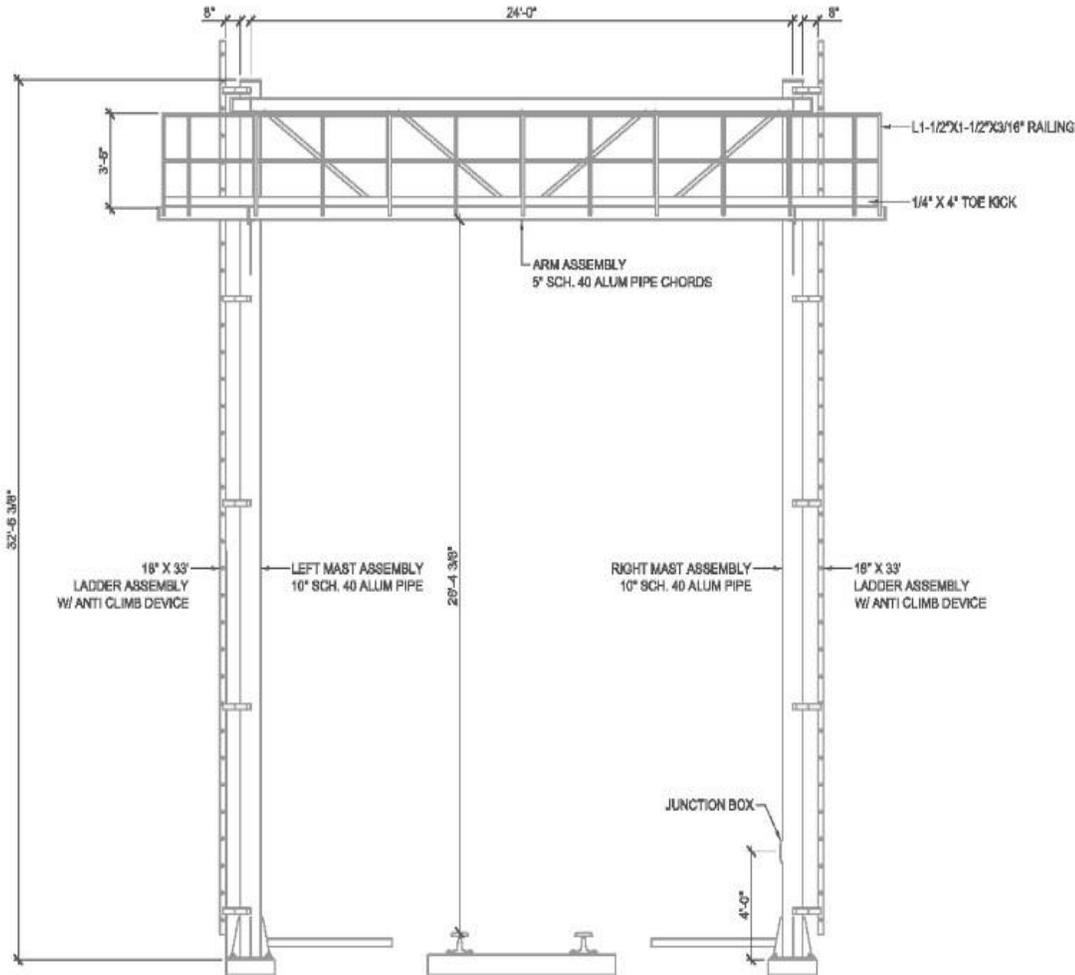
Install 2 new locations enabling CapMetro to have 2 Identical Standardized defect detector sites.

Systems aim to identify small problems before they escalate into major, costly, and potentially dangerous situations.

Systems protect CapMetro's existing platforms and canopies.

Project is guided in anticipation of strengthening regulations in response to the Hazardous Material train derailment in East Palestine, Ohio.

Shifted Load Detector (High/Wide)



- Safety device designed to protect overhead structures IE: Platform Canopies, bridges, and overpasses.
- Uses laser-based sensors to scan passing trains.
- If loads exceed the safe dimensions or appear shifted, an alert is triggered.
- Notifying dispatchers & control centers (real time).

Dragging Equipment Detector (DED)

- Device used to identify objects hanging or dragging from passing trains.
- When dragging objects hit the detector an alarm is generated notifying train crew and dispatch (real time).
- Utilizes wheel sensors to match impacts to specific axles, helping pinpoint the location on the train.



Hot Bearing Detectors (HBD)



- Crucial safety device to identify overheating bearings on passing trains.
- Use infrared sensors to measure the temperatures of passing train wheel bearings.
- Train crews receive an automated message if a problem is detected (real time).

CapMetro

Thank you!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2025-1463

Agenda Date: 4/21/2025

President and CEO Monthly Update - April 2025

CapMetro

President's Report

April 2025

CapMetro in the Community



APTA International Bus Roadeo



APTA Mobility Conference

CapMetro Mobility Conference Tours



Awards and Recognitions





What's Being Said?

CapMetro in the News



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



CapMetro to build new set of train tracks in East Austin



Our favorite April Fools' jokes from Austin businesses



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



CapMetro to end use of plastic cards starting April 1



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

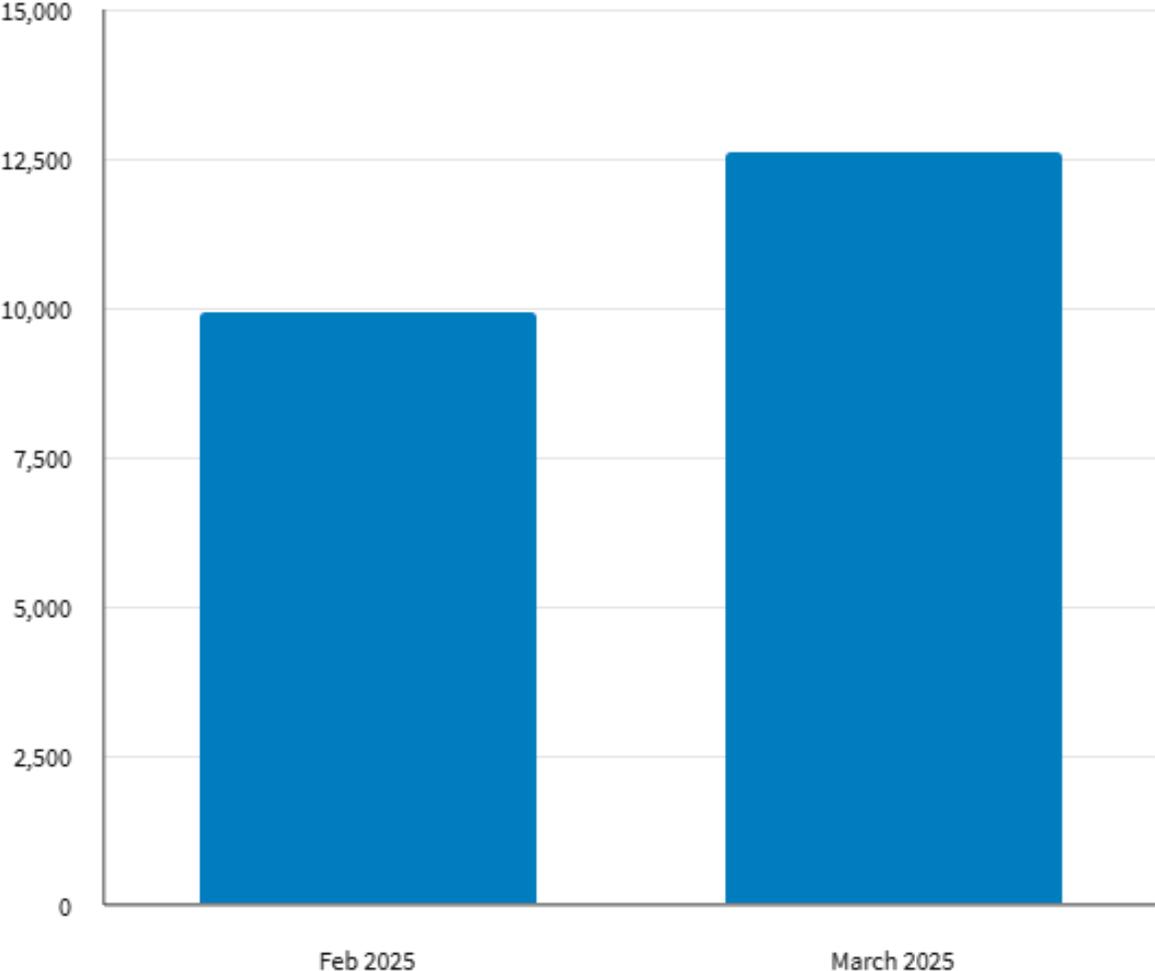


How would Austin's light-rail system be any different from riding the bus?



New strategic plan for downtown streets keeps momentum

CapMetro Customer Care



A blue circular graphic containing white text and an upward-pointing arrow. The text at the top reads '17K+' in large font, followed by 'TOTAL CONTACTS MARCH' in smaller font. Below this is a white upward-pointing arrow. At the bottom, the text reads '14K+' in large font, followed by 'TOTAL CONTACTS FEB' in smaller font.

Where Dottie Has Been



CapMetro

Thank You!

April 2025



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2025-1464

Agenda Date: 4/21/2025

Memo: Update on CapMetro's HMIS Pass - March 26, 2025 **..end**

To: CapMetro Board of Directors

From: Catherine Walker, EVP, Chief Financial and Risk Officer

Date: March 26, 2025

Subject: Update on CapMetro's HMIS Pass

This memo serves to provide the CapMetro Board of Directors with an update on the HMIS pass program as part of CapMetro's continued improvement of the Agency's fare systems technology and administration. The HMIS pass is a program established in 2023 to support people experiencing homelessness and housing insecurity who are receiving social services through the Travis County Homeless Management Information System (HMIS) by providing access to transit. CapMetro is committed to continuing this program as we transition to new fare systems and technology, in partnership with local social service providers.

As part of our agencywide effort to modernize and improve our fare system, this program is undergoing necessary updates to integrate with the new fare payment system and address issues identified in the current program framework. Challenges include defective passes, people having passes who are not eligible to receive them, a lack of controls over the passes themselves and their distribution/tracking, and significant loss/theft of customers' passes necessitating frequent replacement and confusion about card status. Addressing these challenges and others are necessary to ensure the long-term viability of the program and are logical to address while the fare program is in transition.

Program Updates

The HMIS Pass program has been very successful in its goal of reducing mobility barriers for vulnerable community members and CapMetro is committed to the program while implementing better controls to ensure it's continued success.

As CapMetro updates our fare technology, the HMIS pass program must be updated as well. New cards are needed to ensure compatibility with CapMetro's new on-board validators. The previous cards not only do not work with our new on-board validators, but CapMetro identified multiple quality control issues with the cards themselves, further necessitating the change. Reliable cards result in reliable data collection, supporting our partners' planning of resources in support of this community, and documenting the HMIS program's use for potential funding reimbursement opportunities.

Regarding program administration, CapMetro has identified multiple program controls that need to be adjusted to ensure CapMetro is accountable in program oversight and the program continues to be sustainable.

- Currently, the pass is a two-year pass; many of our service provider partners indicated they would rather the pass be shorter to encourage their clients to return to them more frequently, especially for other services.
- CapMetro requires a memorandum of understanding with participating service providers to ensure proper training on the HMIS system and other program controls. CapMetro has identified several service providers operating outside of the program parameters resulting in a lack of knowledge and oversight into program access and whether pass recipients are qualified for the HMIS program or would be better suited for other discounted fare options, further complicated by fraud related to the issuing of replacement cards. CapMetro will make no exceptions to the

requirement of an MOU, which may result in fewer providers having access to distribute passes but ultimately protects the longevity of the program via controls to ensure a full accounting of this publicly-funded program.

- CapMetro is temporarily suspending the issuance of new cards from the transit store. Currently, unknown service providers are referring people to CapMetro to enroll individuals in HMIS and distribute a pass, while other unknown service providers are entering them into the system for the sole purpose of getting a pass but then referring them to CapMetro to receive that pass. This approach negates the verification process as CapMetro staff do not have access to information indicating if the pass recipient is qualified for the program nor whether they are receiving other services. The intent of the HMIS pass is to provide transportation to people receiving social services through the community-wide homeless response system; ensuring customers receive a pass through their social service provider will maintain the intent of the program.

We recognize this transition will impact customers and service providers and we have been working both to answer questions and minimize disruptions. The three biggest questions are whether the program will continue, how service providers will be impacted, and how to ensure service providers have enough passes to meet client needs.

1. Will the HMIS Pass continue to be available to people experiencing homelessness and housing insecurity?

Yes. CapMetro is continuing to offer this pass to eligible customers through participating social service providers.

2. How will service providers and organizations currently providing passes be impacted?

Service providers with memorandums of understanding (MOU) with CapMetro will continue to be able to distribute passes directly to customers. The biggest shift will be a reduction in providers who do not have agreements with CapMetro or direct access to and training for HMIS. As of March 25, 2025, CapMetro has MOUs with the following providers:

- American GI Forum
- Austin Area Urban League
- Austin Public Library
- Austin-Travis County EMS
- Capital Area Private Defender Services
- Caritas of Austin
- Casa Marianella
- City of Austin PARD Outreach
- CommUnity Care
- Downtown Austin Community Court
- Family Eldercare
- Foundation for the Homeless
- Hungry Hill
- Integral Care
- Project Transitions
- Queertopia
- Salvation Army Austin
- Sunrise Community Center
- Texas Harm Reduction
- The Charlie Center
- The Other Ones Foundation
- The Safe Alliance
- Trinity Center
- Urban Alchemy

These providers alone serve thousands of individuals within the community and have already begun distributing the replacement HMIS pass to clients.

3. How will CapMetro ensure service providers have enough passes to meet their client needs?

To date, all but four of the organizations above have new passes. Approximately 7,000 total passes have been distributed to the organizations, and of those approximately 700 have been

distributed to clients. CapMetro staff members are working closely with providers to ensure they are correctly logging the passes they distribute, and CapMetro is actively monitoring their pass distribution to restock passes when as needed.

Over the last two years the program has struggled with tracking an accurate inventory of passes among service providers, resulting in distribution of passes at a rate out significantly out of scale with the estimated population of eligible clients. This is largely driven by a few factors: clients losing or misplacing their passes and frequently returning to service providers to request replacements, and lack of data about pass distribution (i.e., who is distributing passes, who is receiving passes, who is losing passes, etc.). It is essential that passes are appropriately logged so CapMetro can proactively ensure staff replenishes providers with additional passes when needed and CapMetro continues to operate as a good steward of this publicly-funded program. CapMetro staff are not, at this time, concerned about running out of passes based on the real-time data being reported by providers

Additionally, CapMetro will temporarily pause distributing passes from the transit store or enrolling new customers into HMIS to focus on ensuring HMIS pass recipients are receiving other services coordinated through the community-wide homeless response system.

CapMetro has been, and will continue, working with social service providers to make them aware of this shift. We have also been communicating directly with HMIS pass holders through at-stop/on-route engagement and in person transit store visits. CapMetro has one full-time equivalent dedicated exclusively to supporting the HMIS program, and this individual is also a social worker with experience in this field. Please refer to the attachments included with this memo to view the UMO training for providers delivered in a live training environment, and a series of email communications depicting the depth of information share with providers and CapMetro's commitment to providing additional passes as providers request them.

Next Steps

CapMetro is committed to providing accessible and equitable transit services for all members of our community. CapMetro is pushing to achieve as much transition as possible by April 1; CapMetro will monitor the transition and stay in contact with service providers to determine adoption rates and adjust as necessary.

Going forward, CapMetro will continue to listen to service provider partners and customers and coordinate program adjustments if needed. Should Board Members have any questions regarding this update, please contact Ed.Easton@capmetro.org.

Attachments:

- Flier_Umo_HMISCustomerHandout
- UMO Merchant Portal Training
- EmailExample1_HMISBusPass_2.25.25
- EmailExample2_FareCardsDistribution_3.13.25
- EmailExample3_UMOEntry_3.26.25

A Transit Pass to Support Our Unhoused Community



We are providing convenient and accessible transit options for unhoused individuals registered in the Travis County Homeless Management Information System (HMIS) by distributing our CapMetro Reloadable Fare Cards.

CapMetro collaborates with local providers to offer a pass that benefits our community at no cost to riders. This partnership seeks to improve mobility, access to vital services and community connections. **Enrollment for providers will open soon.** If you are a provider, please fill out this [Interest Form](#) to receive information about future enrollment and client eligibility. Please reach out to DiscountFarePrograms@CapMetro.org with questions.

Pass Details



Smart Card Technology: The CapMetro Reloadable Fare Card is a smart card that enables easy and efficient travel on CapMetro local services.



No Cost: The card has no cost to both unhoused clients and authorized service providers.



Pick-up Locations: Unhoused clients can obtain their smart cards at participating service providers.



Usage Flexibility: The pass can be used as needed on valid local services.

Key Benefits

Access to Transportation: The card ensures individuals experiencing homelessness have access to essential services, employment opportunities and community activities at no cost to them or providers.

Empowerment and Independence: By offering transportation fare support, we empower individuals to travel independently.

Increased Opportunities: Access to reliable transportation opens doors to employment, job interviews, medical appointments, social services and support networks.

Stability and Progress: Transit fare cards for people receiving services through the homelessness response system better links these services to individuals and links individuals to opportunities to progress toward stability in housing, support services and employment, and an improved quality of life.

A Transit Pass to Support Our Unhoused Community



Below is the list of current providers that are participating in the pass program and their hours of operation. All individuals registered in the HMIS can visit any of the providers listed here to receive a CapMetro Reloadable Fare Card. For questions, please email DiscountFarePrograms@CapMetro.org.

Participating Provider List

American GI Forum

2700 S I-35 FR, Suite 100

Tues & Thurs, 9:30 AM - 1 PM

Sunrise Navigation

4430 Menchaca Rd

Mon - Fri, 9 AM - 1 PM

The Charlie Center

12675 Research Blvd

Wed & Thurs, 10 AM - 1 PM

Trinity Center

304 E 7th St

Tues - Fri, 9:30 AM - 1 PM

Downtown Community Court

505 Barton Springs Rd

Mon - Wed, 8 AM - 4:30 PM

Thurs, 8 AM - 3:30 PM

Fri, 8 AM - 4:30 PM

1st Floor of the One Texas Center



CapMetro

**Transit Program for the
Unhoused**

HMIS Bus Pass Program

March 17th 2025

Review

- **Passes are set to be delivered from 3/18 through 3/26**
 - If you have not received the calendar invite from me, please let me know
- **Pass inventory is limited**
 - Please be frugal with passes as we have a limited number of them
 - We can only reissue passes, no new sign ups
 - We will not be able to replace cards as easily as before
- Over the next couple of months will be reviewing the program progress, data compliance, and number of lost/stolen cards to make future program improvements

Staff Log In

- We are setting up UMO accounts for the staff members provided
- Username= email address
- Password- we set a default password for everyone
 - Can change password upon first entry
 - <https://touchpass.com/ams/m/index.xhtml>

CapMetro

UMO Merchant Portal Training

March 17th 2025

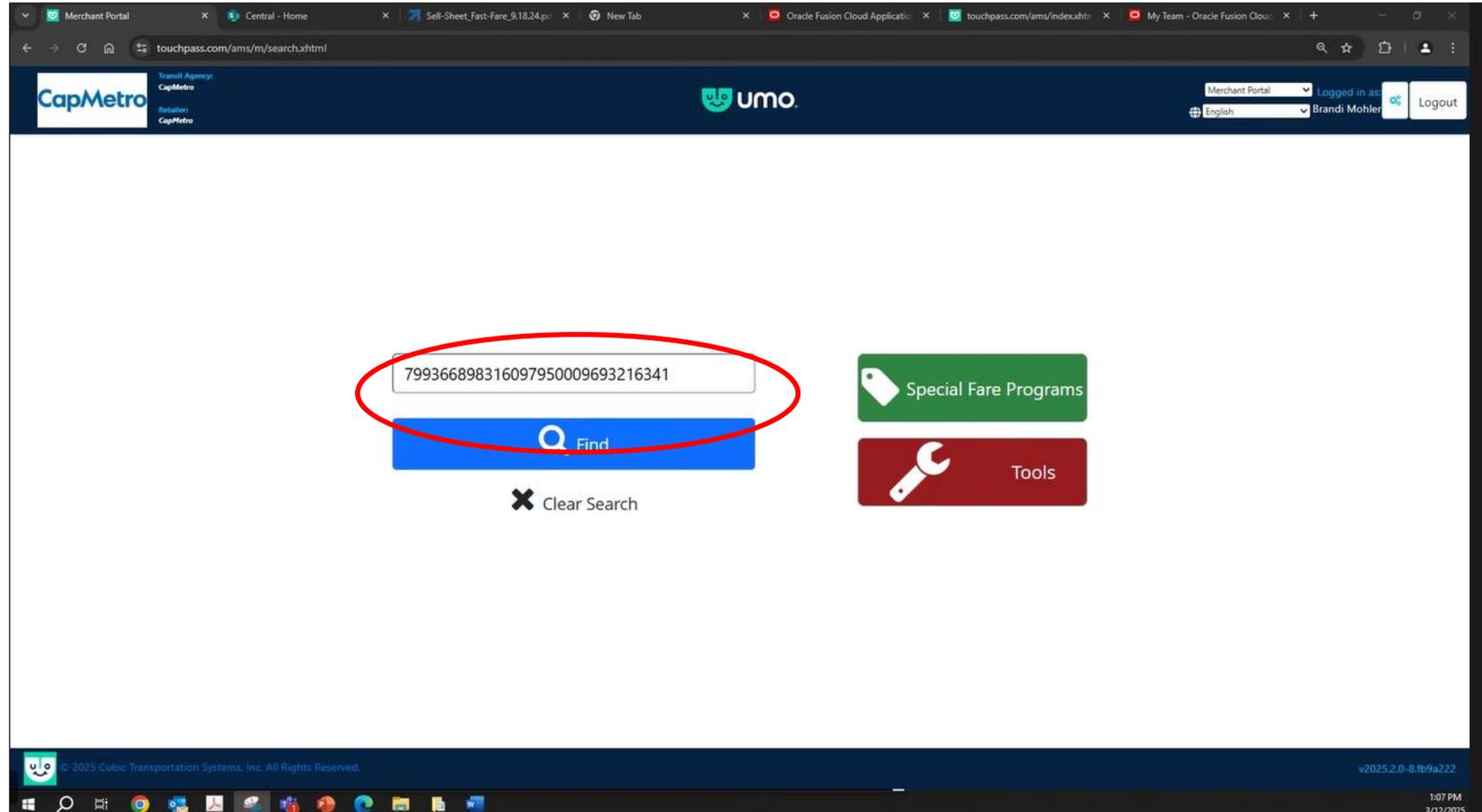
What is the merchant portal?

- The UMO Merchant Portal allows CapMetro to assign organizations as merchants to:
 - Issue and activate a pass
 - Register passes to users
 - Renew passes
 - Mark passes lost/stolen

Locate Pass Serial Number



Enter the serial number on the search bar



- Note: A card reader can be purchased to help with the number input

Select Full Fare

CapMetro
Transit Agency: CapMetro
Retailer: CapMetro

umo

Merchant Portal | Logged in as: Brandi Mohler | English | Logout

New Card

The card number provided is registered in the Umo Pass system but does not have an account assigned.
79936689831 6097-9500-096-9321-6341

To continue, please select the appropriate Fare Type for the customer:

Full Fare Expires: 2030/03/12 13:08 CDT New: \$0.00	Access Expires: 2030/03/12 13:08 CDT New: \$0.00	Equifare Expires: 2030/03/12 13:08 CDT New: \$0.00	Reduced Fare Expires: 2030/03/12 13:08 CDT New: \$0.00	Employee Expires: 2030/03/12 13:08 CDT New: \$0.00
--	---	---	---	---

Back

Select the HMIS Annual Program Pass

Unhoused Fare Program (HMIS) *This is a one year pass that requires a visit at lease annually to an HMIS provider of services and may not be transferred.* **EO1DEI3T9DLOO**

HMIS Annual Program Pass

One Year Pass

Issue (\$0.00)

Click "Voucher" to complete purchase

Collect Payment

	New Full Fare Card [79936689831 6097-9500-096-9321-6341]	\$0.00
	HMIS Annual Program Pass (Unhoused Fare Program (HMIS) : Issue) <small>HMIS Annual Program Pass</small>	\$0.00

Total : \$0.00

- Cash
- Card
- Voucher**
- Check
- CM

Back

Buy More

Clear Cart

Cancel

Confirm purchase and enter notes with client HGIS number

The screenshot shows the 'Complete Payment' screen in the CapMetro merchant portal. The header includes the CapMetro logo, transit agency and retailer information, the 'umo' logo with a cart icon containing the number '2', and user information including 'Merchant Portal', 'Logged in as Brandi Mohler', and a 'Logout' button. The main content area displays the following information:

- Complete Payment**
- Amount Collected:** \$0.00
- Salesperson:** Brandi Mohler
- Payment Type:** Voucher
- Notes:** Card issued to Client number #XXXXX

A red arrow points to the notes field, and a red circle highlights the 'Confirm' button. A 'Back' button is also visible.

After you confirm payment...

- The UMO Merchant Portal takes you right back to the search page after adding fare to the pass.
- **You'll need to reenter the card number**
 - Cards must have fare on them before we can register them to a specific user
 - Consider copying serial number once initially entered
- **Warning- UMO serial numbers are very long**
 - Consider copying the serial number once you have entered it
 - Consider purchasing a [scanner](#) for your organization

Re-enter card number

The screenshot shows a web browser window with the URL `touchpass.com/ams/m/search.xhtml`. The page header features the CapMetro logo (Transit Agency and Retailer), the UMO logo, and user information: "Merchant Portal", "Logged in as: Brandi Mohler", and a "Logout" button. The main content area contains a search input field with the card number `799366898316097950009693216341`. A red arrow points to this input field. Below the input field is a blue "Find" button with a magnifying glass icon and a "Clear Search" button with an 'X' icon. To the right of the search area are two buttons: a green "Special Fare Programs" button with a tag icon and a red "Tools" button with a wrench icon. The footer of the page includes the UMO logo, copyright information "© 2025 Cubic Transportation Systems, Inc. All Rights Reserved.", the version number "v2025.2.0-8.f9a222", and the date and time "1:07 PM 3/12/2025".

Select "Tools"



Name: Carolyn Widen
Username: +12108239678
Email: carolyn.widen@gmail.com
Card/Device Number: 79936689831 6097-9500-096-1099-6116
Home Agency: CapMetro

Account: Open
Media: Open
Fare Type: Full Fare

\$0.00



User Passes: *User does not have any passes*

Select Product

- \$1.00
- \$5.00
- \$10.00
- \$15.00
- \$30.00
- \$50.00
- \$100.00

Custom

Back

Cancel



Select “Register/Edit User”

Tools

Lost/Stolen Card

Register/Edit User

Change Fare Type

Reset Password

Stored Value Adj.

View Transaction History

Cancel

Use client HMIS number for username & name fields

The screenshot displays the CapMetro Umo account management interface. At the top, the CapMetro logo is on the left, and the Umo logo with a shopping cart icon containing '0' is in the center. On the right, there are dropdown menus for 'Merchant Portal' (set to 'English') and 'Logged in as: Brandi Mohler', along with a 'Logout' button.

The main content area shows an 'Anonymous Account' with a silhouette icon of a person in a suit. Account details include:
Card/Device Number: 79936689831 6097-9500-096-9321-6341
Home Agency: CapMetro
Account: Open
Media: Open
Fare Type: Full Fare
Balance: \$0.00

Below this, a 'User Passes' section shows 'HMIS Annual Program Pass' with an expiration date of 26/03/12 03:59 AM and a count of 1/1.

The central focus is the 'Register User' form, which contains two columns of input fields:
Left column:
- Username*: Client #xxxxx
- First Name: Client #xxxx
- Last Name: (empty)
Right column:
- Email: (empty)
- Phone: (empty)
- Birth Date: (empty)
- Password: (empty)

At the bottom of the form is a blue 'Save' button. At the bottom of the page are 'Back' and 'Cancel' buttons.

Passwords must be entered

- The system requires passwords
- Consider a generic password such as “Password123”
- Must have an upper-case letter
 - UMO search engines are case sensitive

The screenshot shows the CapMetro UMO system interface. At the top, there is a dark blue header with the CapMetro logo on the left, the UMO logo in the center, and user information on the right including 'Merchant Portal', 'Logged in as Brandi Mohler', and a 'Logout' button. Below the header, the user's account details are displayed: 'Anonymous Account', 'Card/Device Number: 79936689831 6097-9500-096-9321-6341', 'Home Agency: CapMetro', 'Account: Open', 'Media: Open', 'Fare Type: Full Fare', and a balance of '\$0.00'. A 'User Passes' section shows 'HMIS Annual Program Pass' with an expiration date of '26/03/12 03:59 AM' and '1/1' remaining.

The main content area is titled 'Register User'. A red error message box is visible, stating: 'Password Invalid: 8 Characters, one number and one each of lower case and upper case letter'. Below the error message, there is a form with the following fields:

- Username*: Client #xxxx
- First Name: Client #xxxx
- Last Name: (empty)
- Email: (empty)
- Phone: (empty)
- Birth Date: (empty)
- Password: Smile1234

A blue 'Save' button is located at the bottom right of the form.

CapMetro

Lost/Stolen Card Process

Enter Client HMIS Number in Search Bar

The screenshot shows the CapMetro UMO Merchant Portal interface. At the top left, the CapMetro logo is displayed with the text "Transit Agency: CapMetro" and "Retailer: CapMetro". In the center, the "umo" logo is visible. On the top right, there are dropdown menus for "Merchant Portal" and "English", along with the text "Logged in as: Brandi Mohler" and a "Logout" button. The main content area features a search bar containing the text "client9898", which is highlighted with a red oval. Below the search bar is a blue button with a magnifying glass icon and the text "Find". Underneath the "Find" button is a link that says "Clear Search" with a small 'x' icon. To the right of the search bar are two buttons: a green button with a tag icon labeled "Special Fare Programs" and a red button with a wrench icon labeled "Tools".

Select "Tools"

CapMetro Transit Agency: CapMetro Retailer: CapMetro 0 Merchant Portal Logged in as: Brandi Mohler English Logout



Name: No value set
Username: client9898
Email:
Card/Device Number: 79936689831 6097-9500-096-0883-6035
Home Agency: CapMetro

Account: Open
Media: Open
Fare Type: Full Fare

\$0.00



User Passes: HMIS Annual Program Pass Expires : 26/03/12 03:59 AM 1/1

Select Product

- \$1.00
- \$5.00
- \$10.00
- \$15.00
- \$30.00
- \$50.00
- \$100.00

Custom

Back

Cancel



Select "Lost/Stolen Card"

The screenshot displays the CapMetro uMo Merchant Portal interface. At the top left, the CapMetro logo is visible, along with 'Transit Agency: CapMetro' and 'Retailer: CapMetro'. The top right shows 'Merchant Portal', 'Logged in as: Brandi Mohler', and a 'Logout' button. The main content area features a user profile with a person icon, 'Name: No value set', 'Username: client9898', 'Email:', 'Card/Device Number: 79936689831 6097-9500-096-0883-6035', and 'Home Agency: CapMetro'. Account details include 'Account: Open', 'Media: Open', 'Fare Type: Full Fare', and a balance of '\$0.00'. A green 'Special Fare Programs' button is also present. Below this, 'User Passes: HMIS Annual Program Pass Expires: 26/03/12 03:59 AM 1/1' is shown. A 'Tools' section contains several buttons: 'Lost/Stolen Card' (circled in red), 'Register/Edit User', 'Change Fare Type', 'Reset Password', 'Remove Pass', and 'View Transaction History'. A 'Reports' sidebar on the left has a 'Sales Report' button. At the bottom, there are 'Back' and 'Cancel' buttons.

Enter the new card number and the reason

CapMetro Transit Agency
CapMetro Retailer
CapMetro

umo 0

Merchant Portal Logged in as
English Brandi Mohler Logout

Name: No value set
Username: client9898
Email:
Card/Device Number: 79936689831 6097-9500-096-0883-6035
Home Agency: CapMetro

Account: Open
Media: Open
Fare Type: Full Fare

\$0.00

User Passes: ⌚ HMIS Annual Program Pass Expires : 26/03/12 03:59 AM 1/1

Replace Lost/Stolen Card

⊗ A reason is required⊗

* New Card Number:

* Reason:

[Replace](#)

[Back](#) [Cancel](#)

Complete purchase by selecting “Voucher”

CapMetro

umo 1

Merchant Portal English Logged in as Brandi Mohler Logout

Collect Payment

Replacement Full Fare Card [79936689831 6097-9500-096-3767-2435] \$3.00

Total : \$3.00

Cash Card **Voucher** Check CM

Back Buy More Clear Cart Cancel

Note- This will not charge 3\$

Expiration date is auto-populated

- We cannot add a new pass until the old one retires

The screenshot displays a user interface for a transit agency. At the top, there is a header with the CapMetro logo, transit agency and retailer information, and a user profile icon. The main content area shows account details: Name (No value set), Username (client9898), Email, Card/Device Number (79936689831 6097-9500-096-3767-2435), Home Agency (CapMetro), Account (Open), Media (Open), Fare Type (Full Fare), and a balance of \$0.00. A green button labeled 'Special Fare Programs' is visible. Below this, a red oval highlights the 'User Passes' section, which shows 'HMIS Annual Program Pass' with an expiration date of '26/03/12 03:59 AM' and a count of '1/1'. Below the pass information is a 'Select Product' dropdown menu and a row of value buttons: \$1.00, \$5.00, \$10.00, \$15.00, \$30.00, \$50.00, and \$100.00. There is also a 'Custom' input field and an 'Add' button. At the bottom, there are 'Back', 'Cancel', and 'Tools' buttons. The page footer includes a '150' indicator.

CapMetro
Transit Agency: CapMetro
Retailer: CapMetro

umo 0

Merchant Portal
English
Logged in as: Brandi Mohler
Logout

Name: No value set
Username: client9898
Email:
Card/Device Number: 79936689831 6097-9500-096-3767-2435
Home Agency: CapMetro

Account: Open
Media: Open
Fare Type: Full Fare

\$0.00

Special Fare Programs

User Passes: ⌚ HMIS Annual Program Pass Expires : 26/03/12 03:59 AM 1/1

Select Product

\$1.00 \$5.00 \$10.00 \$15.00 \$30.00 \$50.00 \$100.00

Custom Add

Back Cancel Tools

150

Additional Facts

- Closing accounts and marking a card lost/stolen means that these deactivated items cannot be activated again.
- If you intend to mark a pass lost or stolen without the intention of reissuing a new card, you'll need to reach out to us to close or freeze the account.

CapMetro

Questions?

CapMetro

HMIS Refresher



HMIS Reminders

- Only use “local transit pass” for Transit Pass for Unhoused Community

The screenshot displays the 'Client Profile' page for 'Client - (197954) Doe, Jon'. The page includes a navigation sidebar on the left with options like 'Last Viewed', 'Favorites', 'Home', 'Clients', 'Resources', 'Reports', 'Admin', and 'Logout'. The main content area shows client information and a form to 'Add Service'. The 'Add Service' form includes a 'Household Members' section with the message 'This Client is not a member of any Households.' Below this, there is a form with the following fields:

Service Provider *	Capital Metro Community Intervention (9606) ▾
Creating User	Kelsey Lammy
Start Date *	01 / 25 / 2024 [calendar icon] [refresh icon] [calendar icon] 1 ▾ : 08 ▾ : 46 ▾ PM ▾
End Date	/ / [calendar icon] [refresh icon] [calendar icon] ▾ : ▾ : ▾ ▾
Service Type *	Local Transit Passes (BT-8500.1000) ▾ Look Up
Provider Specific Service	-Select- ▾

At the bottom right of the form, there are two buttons: 'Save & Continue' and 'Cancel'.

Ending All Previous Passes

- Enter the end date for previous passes as the date you issue a client a new card
- **Leave the new card without an end date**

HMIS Reminders

- Start date will auto populate
- Leave end date blank.

Resources

Reports

Admin

Logout

Collapse <<

Add Service

▼ Household Members

This Client is not a member of any Households.

Service Provider *	Capital Metro Community Intervention (9606) ▼
Creating User	Kelsey Lammy
Start Date *	01 / 25 / 2024    1 ▼ : 08 ▼ : 46 ▼ PM ▼
End Date	<u> </u> / <u> </u> / <u> </u>    ▼ : ▼ : ▼ ▼
Service Type *	Local Transit Passes (BT-8500.1000) ▼ Look Up
Provider Specific Service	-Select- ▼

Save & Continue [Cancel](#)

HMIS Reminders

- Enter in WHOLE serial number into HMIS (not only the last 5 digits)

Admin

Logout

Collapse <<

Service Provider *	Capital Metro Community Intervention (9606)
Creating User	Kelsey Lammy
Start Date *	01 / 25 / 2024 1 : 08 : 46 PM
End Date	__ / __ / __ : :
Service Type *	Local Transit Passes (BT-8500.1000)
Provider Specific Service	-Select-
Service Notes	2000012345

Service Costs

Card Deactivation Steps

- Do this every time entering a new card
- Check Service Transaction History to see if a person has more than one card activated and deactivate any existing cards
- Step 1: Look up client's name and when you find their profile in HMIS, click on “Service Transactions”



The screenshot shows a software interface for client management. On the left is a dark sidebar with 'Clients' and 'Resources' options. The main area has a top navigation bar with 'Client Information' and 'Service Transactions' (circled in red). Below this is a tabbed interface with 'Summary', 'Client Profile', 'Households', 'ROI', 'Entry / Exit', 'Case Managers', and 'Case Plans'. The 'Summary' tab is active, displaying the text 'Added to the system 01/09/2008 10:31 AM'.

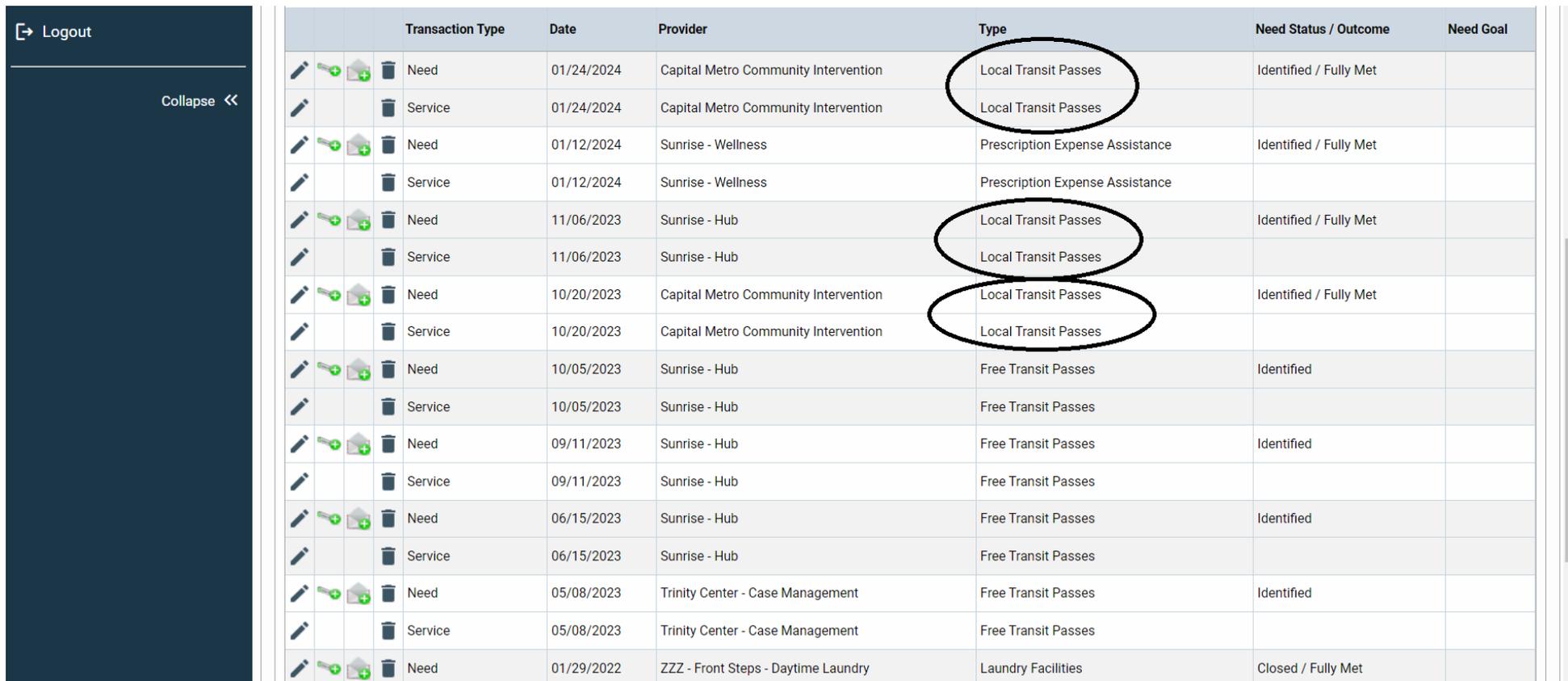
Card Deactivation Steps

- Step 2: Click on “View Entire Service History”

The screenshot displays the 'Service Transaction Dashboard' interface. On the left is a dark blue sidebar with navigation options: Resources, Reports, Admin, and Logout. The main content area features a grid of seven light blue action cards. The cards are arranged in two rows: the top row contains 'Add Need', 'Add Service', 'Add Multiple Services', 'Add Referrals', and 'View Previous Service Transactions'; the bottom row contains 'View Shelter Stays' and 'View Entire Service History'. The 'View Entire Service History' card is highlighted with a black circle.

Card Deactivation Steps

- Step 3: Look for “Local Transit Passes” in type (may have to scroll pages)



			Transaction Type	Date	Provider	Type	Need Status / Outcome	Need Goal
			Need	01/24/2024	Capital Metro Community Intervention	Local Transit Passes	Identified / Fully Met	
			Service	01/24/2024	Capital Metro Community Intervention	Local Transit Passes		
			Need	01/12/2024	Sunrise - Wellness	Prescription Expense Assistance	Identified / Fully Met	
			Service	01/12/2024	Sunrise - Wellness	Prescription Expense Assistance		
			Need	11/06/2023	Sunrise - Hub	Local Transit Passes	Identified / Fully Met	
			Service	11/06/2023	Sunrise - Hub	Local Transit Passes		
			Need	10/20/2023	Capital Metro Community Intervention	Local Transit Passes	Identified / Fully Met	
			Service	10/20/2023	Capital Metro Community Intervention	Local Transit Passes		
			Need	10/05/2023	Sunrise - Hub	Free Transit Passes	Identified	
			Service	10/05/2023	Sunrise - Hub	Free Transit Passes		
			Need	09/11/2023	Sunrise - Hub	Free Transit Passes	Identified	
			Service	09/11/2023	Sunrise - Hub	Free Transit Passes		
			Need	06/15/2023	Sunrise - Hub	Free Transit Passes	Identified	
			Service	06/15/2023	Sunrise - Hub	Free Transit Passes		
			Need	05/08/2023	Trinity Center - Case Management	Free Transit Passes	Identified	
			Service	05/08/2023	Trinity Center - Case Management	Free Transit Passes		
			Need	01/29/2022	ZZZ - Front Steps - Daytime Laundry	Laundry Facilities	Closed / Fully Met	

Card Deactivation Steps

- Step 4: Click on pencil for “Service” to edit and make sure all of them have end dates



		Transaction Type	Date	Provider	Type	Need Status / Outcome	Need Goal
		Need	01/24/2024	Capital Metro Community Intervention	Local Transit Passes	Identified / Fully Met	
		Service	01/24/2024	Capital Metro Community Intervention	Local Transit Passes		
		Need	01/12/2024	Sunrise - Wellness	Prescription Expense Assistance	Identified / Fully Met	
		Service	01/12/2024	Sunrise - Wellness	Prescription Expense Assistance		
		Need	11/06/2023	Sunrise - Hub	Local Transit Passes	Identified / Fully Met	
		Service	11/06/2023	Sunrise - Hub	Local Transit Passes		
		Need	10/20/2023	Capital Metro Community Intervention	Local Transit Passes	Identified / Fully Met	
		Service	10/20/2023	Capital Metro Community Intervention	Local Transit Passes		
		Need	10/05/2023	Sunrise - Hub	Free Transit Passes	Identified	
		Service	10/05/2023	Sunrise - Hub	Free Transit Passes		

Card Deactivation Steps

- Step 5: Click on calendar to auto populate end date & “Save & Exit”

Collapse <<

Service Provider *	Capital Metro Community Intervention (9606)
Creating User	Kelsey Lammy
Start Date *	01 / 24 / 2024 1 <input type="text"/> : 42 <input type="text"/> : 30 <input type="text"/> PM <input type="text"/>
End Date	01 / 25 / 2024 <input type="text"/> : 40 <input type="text"/> : 13 <input type="text"/> PM <input type="text"/>
Service Type *	Local Transit Passes (BT-8500.1000)
Provider Specific Service	-Select- <input type="text"/>
Service Notes	2000012345

Service Costs

Card Deactivation Steps

- Step 6: Go Back to Dashboard & then enter in new card as usual

The screenshot displays the 'Services' tab in a web application. On the left is a dark sidebar with navigation options: Resources, Reports, Admin, and Logout. The main content area has tabs for Needs, Services (selected), Referrals, Shelter Stays, and Entire Service History. Below the tabs is a 'Previous Services' section with search filters for 'Select Dates', 'Start Date', and 'End Date', and a 'Search' button. A table lists 11 services with columns for 'Service Start Date', 'Service End Date', 'Provider of Service', and 'Service Provided'. At the bottom, there are buttons for 'Add Service', 'Add Multiple Services', and pagination controls. The 'Back to Dashboard' button is circled in red.

	Service Start Date	Service End Date	Provider of Service	Service Provided
	01/24/2024	01/25/2024	Capital Metro Community Intervention	Yes
	01/12/2024	01/12/2024	Sunrise - Wellness	Yes
	11/06/2023	01/24/2024	Sunrise - Hub	Yes
	10/20/2023	01/17/2024	Capital Metro Community Intervention	Yes
	10/05/2023	11/05/2023	Sunrise - Hub	Yes
	09/11/2023	10/11/2023	Sunrise - Hub	Yes
	06/15/2023	07/15/2023	Sunrise - Hub	Yes
	05/08/2023	06/08/2023	Trinity Center - Case Management	Yes
	03/01/2019	03/01/2019	ECHO Coordinated Assessment Program	Yes
	10/05/2017	10/05/2017	ECHO Coordinated Assessment Program	Yes

CapMetro

Thank you!

From: Discount Fare Programs <DiscountFarePrograms@capmetro.org>

Sent: Tuesday, February 25, 2025 11:31 AM

To: Widen, Carolyn <Carolyn.Widen@capmetro.org>

Subject: HMIS Bus Pass Meeting Summary and Next Steps

Dear Service Providers,

I hope this message finds you well. Thank you to everyone who was able to join us for the update meeting last week. I am including a meeting summary here for your reference. If you couldn't attend the meeting, please know that I am happy to review this information with you individually, just let me know if you want to schedule a time to connect.

Review of important details from January update meeting:

- HMIS Pass duration change: 2 year – 1 year
 - Formal letter sent via email
 - Letter can be mailed by request
- No 2-year Local Bus Passes issued after 2/15/25
 - 31-day passes can be provided by request until the end of the month (2/28)
- New cards have a limited inventory
 - Please consider ways to help your clients hold on to their passes as this will help with sustainability of the program
- If you have specific questions regarding client eligibility, please reach out to Carolyn individually for guidance

February Updates:

- Redistribution is set to begin in mid/late March
 - Once passes become available, Carolyn will be reaching out ASAP to schedule day/time for pass delivery in person at your organization
- We will utilize the survey results for the number of passes needed for your organization
 - Survey can be found here: <https://forms.gle/jTTuFkNJXTgUwrxb6>
- Service Providers will activate and issue cards via the UMO Merchant Portal
 - New added step for data accuracy and for ensuring only one card is issued to a client at a time
 - Formal training of the UMO Merchant Portal will be scheduled in March
 - We need names and email addresses for all individuals at your organization who distribute passes so we can create portal log ins

Key takeaways:

- **Place order by 2/28 for 31-day passes if needed**
- **Send Carolyn list of staff who will need UMO Merchant Portal Access**
- **Once passes are available in March, we will reach out ASAP to schedule a day/time to come by for pass delivery**
- **UMO Merchant Portal Training in March to come!**
 - **Will send email and calendar invite ASAP**

Please let me know if you have any questions or need further clarification.

Best regards,

Carolyn Widen

From: Widen, Carolyn
Sent: Thursday, March 13, 2025 11:20 AM
To: Fabiana Pires <Fabiana.Pires@uss.salvationarmy.org>
Subject: Upcoming Visit & Reloadable Fare Cards Distribution

Good morning,

I hope you are doing well!

I am reaching out to confirm that **I can deliver the new reloadable fare cards to Salvation Army on 3/26 at 10AM.** I will be sending a calendar invite—please let me know if the address needs to be updated. 10AM should be my arrival time, but since I am doing multiple deliveries, there could be a 15–30-minute difference in when I arrive. I also wanted to mention that I sent over an invitation for UMO training on Monday 3/17. **All providers must attend the training to receive the new passes.**

We received your form submission estimating the number of passes needed. We are planning to provide **120** passes for your organization right now. Due to a limited supply, it is essential that we distribute these passes carefully. We kindly ask that clients are encouraged to retain their cards, as we are unable to replace them as easily as before.

Additionally, we are initially distributing a smaller number of passes to evaluate the process and ensure compliance with data entry protocols. It is crucial for the sustainability of this program that each card is linked to an individual in HMIS. Please note that we can only replace previously issued cards. After the first month of rollout, we will assess the program's progress and make any necessary adjustments.

Please let me know if you have any questions or concerns. I look forward to seeing you in person next week!

Thank you,



FW: Urgent: Critical UMO Entry Error – Please Correct Immediately

From Widen, Carolyn <Carolyn.Widen@capmetro.org>
Date Wed 3/26/2025 2:43 PM
To Baez, Samantha <Samantha.Baez@capmetro.org>

-Carolyn Widen, LMSW
(737) 267-6839

From: Discount Fare Programs
Sent: Wednesday, March 26, 2025 1:28 PM
To: Widen, Carolyn <Carolyn.Widen@capmetro.org>
Subject: Urgent: Critical UMO Entry Error – Please Correct Immediately

Dear Service Providers,

We have identified a recurring error in UMO that needs immediate attention. Of the 700+ cards issued, only 100 have been entered correctly.

The main issue is:

- The **HMIS Client# is being entered in the comments section instead of the username field.**
- The **HMIS Client# must be entered as the username**, as this is the only way we can search for a client. We must be able to search for clients in UMO to renew their pass or replace a lost/stolen pass.
- Please ensure that the **client number is entered in both the username field and the comments section.**
 - The format is: HMIS Client#123456

Additionally, I want to remind you that I will be out of the office starting tomorrow through April 2nd. If you need UMO assistance or additional passes while I am away, please do not hesitate to contact my supervisor, Brandi Mohler, at Brandi.Mohler@CapMetro.org.

Thank you,



Carolyn Widen, LMSW

(She/hers)

Discount Fare Program Coordinator

P: (737) 267-6839

W: capmetro.org

A: 2910 E. 5th Street

Lets [Meet!](#)



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2025-1466

Agenda Date: 4/21/2025

Memo: Transit Police Oversight (April 16, 2025)

To: CapMetro Board of Directors

From: Gardner Tabon, EVP, Chief Safety Officer

Date: April 16, 2025

Subject: CapMetro Transit Police Department Oversight Update

This memo introduces CapMetro's proposed model for independent oversight of the Transit Police Department. It outlines our guiding principles, benchmarking research, rationale for this model, and key components of the process. This approach reflects our commitment to transparency, accountability, and continuous improvement in public safety.

Scope of Independent Oversight

Not all incidents will result in an external review. The following incident types are prioritized based on risk, public interest, and potential legal exposure.

- Serious use of force
- Officer-involved shootings
- External complaints that could result in public scrutiny or civil/criminal litigation

To ensure independence, a third-party consultant firm will conduct these reviews. These independent entities may include law firms, consulting groups, or subject-matter experts with experience in police oversight and public accountability. We have identified a list of qualified firms with demonstrated expertise in reviewing police practices and conducting independent investigations. The most appropriate firm for the particular investigation will be engaged. In cases where an incident results in a criminal investigation, an external governmental entity (e.g., the District Attorney's Office or a non-involved law enforcement agency) will also lead their own investigation. These criminal investigations will take precedence over CapMetro's internal or independent administrative reviews.

Oversight Process

The oversight process begins with an internal review conducted by the CapMetro Transit Police Department, which will produce a report outlining its findings and recommending any necessary discipline, training, or remedial actions.

This report is then reviewed by a cross-functional group comprised of the Transit Police Chief, a representative from the Legal Department, and a representative from People & Culture (P&C). This group evaluates whether an independent investigation is warranted based on the severity and circumstances of the incident. If so, an independent firm will be engaged to conduct the review.

Once the independent review is complete, the firm submits its findings to the Transit Police Chief, Legal, and P&C. Together, they are responsible for analyzing the report, assessing any recommended actions, and ensuring adherence to CapMetro's accountability standards, applicable laws, and personnel procedures.

The group then presents its findings and recommendations to the President & CEO. The CapMetro President & CEO will make the final decision regarding any actions to be taken. Final reports and

outcomes, including any decisions made by the President & CEO, will be maintained by CapMetro's P&C Department.

Research and Comparative Analysis

Nationally, oversight models vary. Some large transit agencies have paid oversight boards, though most are volunteer based. These boards often have limited training or experience, but they do increase public visibility and transparency. Smaller agencies, like CapMetro, do not typically have formal oversight structures. CapMetro has taken the unique step of establishing an unpaid advisory body- the Public Safety Advisory Committee- which provides general input on public safety strategies and policies. However, advisory committees of this nature are not typically used to review specific incidents or actions because they lack expertise in the relevant law and guidance.

While some agencies conduct reviews solely through internal committees, we believe that an external firm offers a more unbiased and objective perspective. Few transit agencies have formal, independent oversight structures, making CapMetro's model both proactive and a strategic advancement in transparent, independent oversight.

Continuous Improvement

CapMetro's Transit Police Department will remain relatively small, beginning with 10 officers, two sergeants, one captain, one assistant chief, and the chief; the department will remain small and scale according to need and depending on the Board-approved budget. Accordingly, our oversight model must be scaled appropriately. CapMetro's oversight structure is tailored to meet the needs of our organization and the community we serve at this time. This structure supports accountability and transparency, ensuring diverse perspectives, structured reviews, and CEO oversight, reinforcing the agency's commitment to continuous improvement.

We will review the effectiveness of this oversight model annually, incorporating lessons learned, stakeholder feedback, and evolving best practices. While we believe this is a strong starting point, we acknowledge this may not be the final version of our oversight structure. We are committed to adjusting our approach as we continue to learn what works best for CapMetro. As part of this process, we will seek input from the Public Safety Advisory Committee to ensure that community perspectives continue to inform any refinements to the oversight model.

Should Board Members have any questions regarding this process, they should contact Ed Easton at ed.easton@capmetro.org.