I. Oath of Office for New Board Member

II. Public Comment (see note on registration below)

III. Advisory Committee Updates:
   1. Customer Service Advisory Committee
   2. Access Advisory Committee

IV. Board Committee Updates:
   1. Operations, Planning and Safety Committee
   2. Finance, Audit and Administration Committee
   3. CAMPO Update
   4. Austin Transit Partnership Board Update

V. Consent Items:
   1. Renewal of an interlocal agreement with the City of Austin for the
      SmartTrips program.
   2. Approval of a contract with Herzog Contracting Corporation for the
      replacement of 4 rail bridges.

VI. Action Items:
   2. Approval of appointments to the Finance, Audit and Administration
      Committee and Operations, Planning and Safety Committee for
      2021.
   3. Approval of a contract with Simply Klean LLC for janitorial services.

VII. Discussion Items:
   1. Customer Technology Improvements
   2. CARE Update
   3. Pickup Service Standards Framework

VIII. Reports:
   1. President’s Report

IX. Items for Future Discussion:
X. Adjournment

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

**BOARD OF DIRECTORS:** Wade Cooper, Chair; Eric Stratton, Secretary; Terry Mitchell; Troy Hill; Ann Kitchen, Jeffrey Travillion, Pio Renteria and Leslie Pool.

The Board of Directors may go into Closed Session under the Texas Open Meetings Act. 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.

Date: February 18, 2021

E-SIGNED by Ed Easton on 2021-02-18 16:01:57 GMT
Ed Easton
Board Liaison

E-SIGNED by Kerri Butcher on 2021-02-18 17:04:38 GMT
Kerri L. Butcher
Chief Counsel

**Public Comment Registration for the February Board Meeting**

At the February board meeting Public Comment will be allowed via telephone only -- no in-person input will be allowed. Advance registration is required.

All public comment will occur as follows:

1. All speakers must register in advance by leaving a message at 512-369-6040, or by emailing boardofdirectors@capmetro.org, and giving their name, an email address and telephone number, and the subject of their comments. **The deadline to register is 24 hours in advance of the meeting start – 12:00 p.m. on Sunday, February 20th.**

2. On the morning of the meeting all registered speakers will be contacted with instructions on how they can participate.

3. When it is your turn to speak you will be recognized by name and will have three minutes to speak.