

**City Council Questions and Answers for  
Thursday, April 20, 2017**

These questions and answers are related to the  
Austin City Council meeting that will convene at 10:00 AM on  
Thursday, April 20, 2017 at Austin City Hall  
301 W. Second Street, Austin, TX



**Mayor Steve Adler**  
**Mayor Pro Tem Kathie Tovo, District 9**  
**Council Member Ora Houston, District 1**  
**Council Member Delia Garza, District 2**  
**Council Member Sabino ☐Pio☐ Renteria, District 3**  
**Council Member Gregorio Casar, District 4**  
**Council Member Ann Kitchen, District 5**  
**Council Member Jimmy Flannigan, District 6**  
**Council Member Leslie Pool, District 7**  
**Council Member Ellen Troxclair, District 8**  
**Council Member Alison Alter, District 10**

*The City Council Questions and Answers Report was derived from a need to provide City Council Members an opportunity to solicit clarifying information from City Departments as it relates to requests for council action. After a City Council Regular Meeting agenda has been published, Council Members will have the opportunity to ask questions of departments via the City Manager's Agenda Office. This process continues until 5:00 p.m. the Tuesday before the Council meeting. The final report is distributed at noon to City Council the Wednesday before the council meeting.*

## **QUESTIONS FROM COUNCIL**

Agenda Item # 2: Authorize negotiation and execution of an agreement with 422 Bastrop Hwy Ltd., 500 Bastrop Hwy Ltd., and Chase Equities Inc. ("Owners") for the City to reimburse the Owners for an amount not to exceed \$700,000 for costs associated with the design and construction of an oversized wastewater main and appurtenances related to Service Extension Request No. 3955 that will provide wastewater service to a proposed multi-family development located at 500 Bastrop Hwy. and Ponca St. (District 3)

QUESTION: In regards to this particular reimbursement for the design and construction of an oversized wastewater main and appurtenances related to Service Extension Request No. 3955, what is the cost incurred by the City for testing the materials used in the fabrication of the line? Can this cost be recovered? From which department is this reimbursement funded? MAYOR PRO TEM TOVO'S OFFICE

ANSWER: The City requires the design and construction of infrastructure in accordance with its utility design criteria, standards, and specifications. Such facility materials are selected from an Austin Water-approved standard specifications list based upon recognized industry standards, Austin Water's experience of the materials in field conditions, and/or the propensity of the use of such materials in existing Austin Water infrastructure. The City ensures that new infrastructure is constructed and installed in accordance with City-approved design plans through inspections by City staff. The developer is responsible for the payment of City inspection fees.

Austin Water's capital improvement program funds the City's cost participation amount for the oversized portion of the wastewater infrastructure in accordance with applicable Austin City Code and State law.

Agenda Item # 5: Approve a resolution authorizing the issuance and sale, by Austin-Bergstrom Landhost Enterprises, Inc., of Airport Hotel Senior Revenue Refunding and Improvement Bonds, Series 2017 in an aggregate amount not to exceed \$60,000,000 in accordance with the parameters set out in the resolution, authorizing related documents, approving related fees and providing that the issuance and sale be accomplished by July 1, 2017.

QUESTION: 1) How does issuing these bonds impact the City's ability to issue other bonds, such as 2013 housing bonds? 2) Does it impact timelines for issuing other bonds, for example delays due to waiting for available credit?  
COUNCIL MEMBER KITCHEN'S OFFICE

ANSWER: The issuance of the \$60M ABLE bonds does not impact the City's ability to issue additional bonds in any way. The bonds are backed by the revenues of the Airport Hilton hotel and the debt service reserve fund is backed by the revenues of the airport. This transaction in no way limits the City's ability to issue bonds for affordable housing or any other property tax supported bonds.

Agenda Item # 12: Approve the negotiation and execution of an agreement with AUSTIN TRAVIS COUNTY MENTAL HEALTH MENTAL RETARDATION CENTER, dba INTEGRAL CARE to provide intensive support services for individuals with disabilities who are in need of permanent supportive housing for an initial six-month term beginning on April 1, 2017 in an amount not to exceed \$600,000, with four 12-month renewal options not to exceed \$600,000 per renewal option, for a total contract amount not to exceed \$3,000,000.

QUESTION: What is the location for the 50 units of Integral Care's Housing First PSH? MAYOR PRO TEM TOVO'S OFFICE

ANSWER: The address is 3000 Oak Springs Drive. It's a property they already own but they're rehabbing the building for housing units and a health clinic for this project.

Agenda Item # 14: Authorize negotiation and execution of eight six-month contracts through the LOCAL GOVERNMENT PURCHASING COOPERATIVE, administered by TEXAS ASSOCIATION OF SCHOOLBOARDS (BUYBOARD) with FUN ABOUND, INC., KOMPAN, INC., PARADIGM CONTRACTING, LLC (M/WBE), PLAY POWER LT FARMINGTON, INC., THE PLAYWELL GROUP, INC., PTI SPORTS & RECREATION CONSTRUCTION, T.F. HARPER & ASSOCIATES, LP, WEBUILDFUN, INC., and various other vendors, for the maintenance, repair, and improvement of park and playground equipment, in an estimated amount of \$1,612,000, with two 12-month extension options in an estimated amount of \$3,224,000 per extension option, for a total contract amount not to exceed \$8,060,000 divided among the contractors.

QUESTION: Can you please provide information about which parks will be receiving this new equipment? What is the timeline for installation in the identified parks? Will any of the new equipment within these contracts reflect the 2008 Families and Children Task Force's recommendation for a greater diversification of play area types that create more play opportunities for children who are differently abled? MAYOR PRO TEM TOVO'S OFFICE

ANSWER: 1/2) There are several park projects currently funded and designed (or in design) that will utilize the services and equipment available through this contract.

Ricky Guerrero Pocket Park will receive improvements that include expansion of playground and addition of new equipment; remodel of existing restrooms, replacement of sidewalks and parking to bring these amenities into compliance with ADA; new picnic tables; and addition of rain garden for water quality. Construction is scheduled to begin in the fall to not interfere with summer play and programming and will run through February of 2018.

Little Stacy Neighborhood Park. General park improvements include: walking paths, sidewalk improvements and restroom remodeling to comply with ADA; resurfacing tennis courts and upgrading lighting; adding water quality/erosion abatement features; and playground improvements. Construction is scheduled to begin in the fall to not interfere with summer play and programming and will run through April of 2018.

A project at Parque Zaragoza Neighborhood Park is currently in design, funded and expected to begin construction in 2018. PARD is currently coordinating this project with the Austin Parks Foundation and a nonprofit group, "Unlimited Play," to develop and design Austin's first all-inclusive playscape at this central location, which fully reflects the 2008 Families and Children Task Force's recommendation for a greater diversification of play area types that create more play opportunities for children who are differently abled. The scope includes but is not limited to site improvements, playscape, ADA accessibility and signage and site furnishings.

PARD is also working with AISD in an effort to install all-inclusive play areas to enhance existing play equipment at several school parks shared between the City and AISD. These projects are scheduled to begin as early as this summer.

While the projects listed identify current funded and planned opportunities, this contract allows PARD to move more quickly with future park and playscape projects and insure we receive certified playscape installers that are qualified in the installation of the equipment we purchase.

3) Yes, some of the new equipment within these contracts reflect the 2008 Families and Children Task Force's recommendation for a greater diversification of play area types that create more play opportunities for children who are differently abled.

Agenda Item # 15: Authorize award and execution of a 60-month contract with MOVE SOLUTIONS LTD dba TOTAL OFFICE SOLUTIONS LLP, to provide moving and relocation services, in an amount not to exceed \$930,000.

QUESTION: The bid submitted by Move Solutions was for \$99,800 but the annual authorization is for \$186,000. Why is there a discrepancy between the

bid and the requested contract authorization? And if additional scope of work is the cited reason, why wasn't it included in the original bid? COUNCIL MEMBER TROXCLAIR'S OFFICE

ANSWER: The total bid submitted by the selected vendor was for \$99,800. The estimated quantities in the bid sheet were created by averaging historical usage for the past 5 years, resulting in an average of \$120,000 annual spend.

The \$186,000 is averaged over 5 years; lower in the initial years and higher in later years. This amount includes additional large projects planned for the future that could not be reasonably factored into the historical quantities used in the solicitation's bid sheet. The increased future estimates also include consolidation (reduced off-contract and spot buying) and project modest organizational growth along with typical labor price increases. A good example of a future project is the New Central Library, they will be relocating to the new facility and the department requires this contract in order to cover the move.

Agenda Item # 16: Authorize negotiation and execution of a 12-month contract with BERMEX, INC., or one of the other qualified offerors to Request For Proposals RMJ0310, to provide manual meter reading services for electric and water utility meters, in an amount of \$3,500,000, with four 12-month extension options in an amount of \$3,500,000 per extension option, for a total contract amount not to exceed \$17,500,000.

QUESTION: 1) How does this contract, with 4 year extension options, fit into the overall timeline and plan to move to smart meters/automated meter reading? 2) Please elaborate on the plan and timeline for the shift from manually read meters to automation for both electric and water meters. 3) What are the anticipated milestones for this shift, and how does this contract reflect those efforts? COUNCIL MEMBER KITCHEN'S OFFICE

ANSWER: 1) Any current contract for water manual meter reading requirements would not directly impact future plans to transition to an Advanced Metering System. The extension options will allow Austin Water and Austin Energy to evaluate options in the later years to either re-solicit a new contract, or continue through the extension periods. Austin Water is currently in the planning phase of Advanced Metering Infrastructure (AMI) and has an open solicitation for consulting and program management services. These services will help develop the best business solutions, and develop a detailed roadmap to AMI implementation over the next two years. Typical deployment for a City the size of Austin happens over multiple years. This is not anticipated to begin until the out years of the extension periods.

For the Austin Energy/electric meter side, we are at full deployment of AMI meters at this point. The remaining electric meters still being manually read (~500) are either meters in hard to read areas (like in garage basements that cannot send/receive AMI signals over the air) or are AMI opt out meters (~385) where customers have paid to opt out and be manually read.

2) Austin Water - The consultant services will help identify a roadmap to convert from manual to advanced metering for water meters. The timeline to initiate the conversion, if approved, would start in the later years of the contract (potentially extension periods 3-4) and would not end until after a multi-year deployment. Manual reading services will be required through deployment and confidence testing.

Austin Energy is at full AMI deployment at this point. The remaining meters referred to above (~500) will not be moved to AMI unless technology advances in the case of "hard to read" meter locations or customers who have "opted out" decide to "opt in".

3) Austin Water - Any current contract for Water Manual Meter Reading requirements would not directly impact future plans to transition to an Advanced Metering System. The extension options will allow Austin Water and Austin Energy to evaluate options in the later years to either re-solicit a new contract, or continue through the extension periods. Austin Water is currently in the planning phase of Advanced Metering Infrastructure and has an open solicitation for consulting and program management services. These services will help develop the best business solutions and develop a detailed roadmap to AMI implementation over the next two years. Typical deployment for a City the size of Austin happens over multiple years. This is not anticipated to begin until the out years of the extension periods.

Austin Energy – Austin Energy is at full deployment of AMI throughout the service territory at this point.

QUESTION: 1) Will there be any requirements included in the contract regarding auditing and accuracy of manual meter reads? 2) What will be the contract stipulations in the event that the proposed contractor violates the conditions of meter reading accuracy? COUNCIL MEMBER TROXCLAIR'S OFFICE

ANSWER: See attached.

QUESTION: Can staff provide the details (scope and cost) regarding the previous contract for the same services? COUNCIL MEMBER TROXCLAIR'S OFFICE

ANSWER: The previous contract had an original term of 12 months with four 12-month extension options in the amount \$3,600,000 per year, for a total contract amount of \$18,000,000. See attached scope of work.

Agenda Item # 20: Authorize negotiation and execution of 27 contracts, for six-month terms, with ALAMO CITY CHEVROLET; AMERICAN MATERIAL HANDLING, INC; AUSTIN TRUCK AND EQUIPMENT, INC. LTD. DBA FREIGHTLINER OF AUSTIN; CALDWELL COUNTRY CHEVROLET;

CENTERLINE SUPPLY, LTD; CENTRAL TEXAS EQUIPMENT;  
CHASTANG ENTERPRISES, INC; CLARK EQUIPMENT COMPANY DBA  
BOBCAT COMPANY; COOPER EQUIPMENT CO., INC; CREATIVE BUS  
SALES, INC; DEERE & CO; DOGGETT FREIGHTLINER OF SOUTH  
TEXAS, LLC; EPOKE NORTH AMERICA, INC; GUNN NISSAN, HARBEN,  
INC; MAGNUM CUSTOM TRAILER MFG CO., INC; NILFISK-ADVANCE,  
INC; NUECES FARM CENTER DBA NUECES POWER EQUIPMENT;  
POLARIS SALES, INC; PROFESSIONAL TURF PRODUCTS, LP; RDO  
EQUIPMENT CO; RUSH BUS CENTERS OF TEXAS, DBA RUSH BUS  
CENTERS; SANTEX TRUCK CENTER, LTD; SILSBEE FORD, INC;  
TEXAN WASTE EQUIPMENT, INC. DBA HEIL OF TEXAS; VERMEER  
EQUIPMENT OF TEXAS, INC; and ZEITH MOTORS through the Houston-  
Galveston Area Council, the National Joint Powers Alliance, the Texas Multiple  
Award Schedule, and the Local Government Purchasing Cooperative, administered  
by Texas Association of School Boards (BuyBoard) cooperative purchasing  
programs, to provide vehicles and equipment, for total contract amounts not to  
exceed \$16,240,000, divided among the contractors.

QUESTION: 1) What is the make, model, year, and mileage of each vehicle  
being replaced in the list? 2) Are all the new vehicles needed for new hires  
anticipated in the FY17/18 budget or is there another reason for the new  
vehicles? 3) Can staff provide a summary and details of City policy regarding  
new vehicle purchases, replacements, how often those vehicles are replaced,  
annual spending, which and how many employees receive vehicles and other  
relevant fleet policies? COUNCIL MEMBER TROXCLAIR'S OFFICE

ANSWER: 1) See attachment (Dept Acquisitions – Vehicles & Equipment) for  
the requested information on the replacements. 2) A total of 137 new vehicles  
are planned for purchase.

- 51 of the new vehicles are for new FTEs funded in Fiscal Year 2017.
  - 23 of the new vehicles are for FTEs previously funded without a budget for  
equipment/vehicle. (Currently these FTEs may be utilizing rental vehicles,  
awaiting vehicles, or utilizing personal vehicles.)
  - 63 of the new vehicles will support new programs/expansion of programs  
and/or other responsibilities.
- 3) See attachment (Fleet Acquisition Process Memo).

QUESTION: Regarding the current back up listing the vehicles and equipment  
in this purchase, please add a column clarify which purchases are electric  
and/or are progressing the City to meet its carbon neutrality goal by 2020.  
COUNCIL MEMBER KITCHEN'S OFFICE

ANSWER: See attachment (Dept. Acquisitions – Vehicles & Equipment),  
specifically column K, which identifies the fuel type for each vehicle and piece  
of equipment.

Additionally, on this RCA, Fleet Services is purchasing the City's first electric

van to be utilized in the downtown shuttle service. (NOTE: Fleet Services will be presenting an item before council requesting approval for the acquisition of 27 light duty EVs and PHEVs on a separate RCA.)

Agenda Item # 26: Approve an ordinance authorizing negotiation and execution of an interlocal agreement with the Capital Metropolitan Transportation Authority, for 24 months with an option to renew annually for three additional years, to formalize the joint funding mechanism and program plan for the Smart Trips Program; amending the Fiscal Year 2016-2017 Austin Transportation Department Operating Budget Special Revenue Fund (Ordinance No. 20160914-001) to accept up to \$750,000 in grant funds from the Capital Metropolitan Transportation Authority; and amending the Fiscal Year 2016-2017 Austin Transportation Department Capital Budget (Ordinance No. 20160914-002) to transfer in and appropriate up to \$750,000 from the Austin Transportation Department Operating Budget Special Revenue Fund for the Smart Trips Program.

QUESTION: 1) What are the specific criteria for selecting program neighborhoods? 2) Is the selection of program neighborhoods a decision within ATD, CMTA, or a joint decision? 3) Is there any intention to target or give weight to neighborhoods within the CMTA's innovation zones?  
COUNCIL MEMBER KITCHEN'S OFFICE

ANSWER: See attachment.

Agenda Item # 28: Approve a resolution initiating amendments to the School District Land Development Standards Agreement between the City of Austin and the Austin Independent School District, relating to land use and watershed regulations applicable to Bowie High School and including property in the Barton Springs Zone.

QUESTION: Do portables on AISD campuses in environmentally sensitive areas count towards impervious cover? MAYOR PRO TEM TOVO'S OFFICE

ANSWER: According the AISD interlocal agreement, "Temporary classroom buildings which are added to an existing school campus are exempt from the provisions of the site development regulations contained in the LDC (Land Development Code)." This may be found in Article II, Section 2.1.A of the AISD interlocal agreement. Although impervious cover is not mentioned specifically, it falls within site development standards in the Land Development Code and a temporary classroom is not counted as impervious cover.

Agenda Item # 42 AND # 43: C14-2016-0020 - Lantana IV - District 8 - Conduct a public hearing and approve an ordinance amending City Code Title 25 by rezoning property locally known as 7717 Southwest Parkway (Williamson Creek Watershed-Barton Springs Zone) from neighborhood commercial-neighborhood plan (LR-NP) combining district zoning to community commercial-mixed use-neighborhood plan (GR-MU-NP) combining district zoning. Staff Recommendation: To grant



community commercial-mixed use-conditional overlay-neighborhood plan (GR-MU-CO-NP) combining district zoning. C14-85-288.8 (RCA4) - Lantana IV - District 8 - Conduct a public hearing to amend a restrictive covenant on property locally known as 7717 Southwest Parkway (Williamson Creek Watershed). Staff Recommendation: To grant the amendment to remove net leasable square footage and reduce the allowable impervious cover.

QUESTION: 1) Can staff confirm that as a condition of SP-2014-0262C (Lantana Block P, Lot 3), there was fiscal posted for improvements for the intersection of Terra Vista and Southwest Parkway? 2) How much funding was posted for improvements at that intersection? 3) Has other fiscal been posted for this intersection? How many accidents have occurred on this stretch of SW Parkway in the last 3 years? COUNCIL MEMBER TROXCLAIR'S OFFICE

ANSWER: 1) Yes. 2) The developer has posted \$84,500 to date. There has been a verbal commitment to the Oak Hill Association of Neighborhoods and at the Planning Commission hearing for an additional \$80,000 to be posted by the developer prior to third reading at Council. 3) Previous development (SP – 2014 -0262c) has posted a total of \$13,140 for construction of a traffic signal. Additional fiscal in the amount of \$675 has been posted for intersection restriping. In the past 3 years, there have been 7 crashes at the intersection of SW Parkway and Terra Vista of the type that would be correctable by a traffic signal.

Agenda Item # 50: Conduct a public hearing and consider citizen input on community needs concerning the City's Fiscal Year 2017-2018 Action Plan and Community Development Program, as required by the U.S. Department of Housing and Urban Development and Texas Local Government Code, Chapter 373.


QUESTION: 1) Can you provide a copy of the Citizen Participation Plan? 2) Can you provide an overview of the Community Needs Assessment process? 3) Can you prove the draft Annual Action Plan? COUNCIL MEMBER ALTER'S OFFICE


ANSWER: The Citizen Participation Plan can be accessed here:  
[https://www.austintexas.gov/sites/default/files/files/Housing/Action\\_Plan/citizen\\_participation](https://www.austintexas.gov/sites/default/files/files/Housing/Action_Plan/citizen_participation)

The Community Needs Assessment process is described in this 2016 memo:  
<http://www.ci.austin.tx.us/edims/pio/document.cfm?id=254876> and this news release:  
<http://www.austintexas.gov/news/community-needs-assessment-fiscal-year-2017-18-action-plan>.

The draft Annual Action Plan will be developed including community input provided during the Community Needs Assessment process (March 1-May 2) and will be available on May 23, 2017.

**END OF REPORT - ATTACHMENTS TO FOLLOW**

 The City of Austin is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request.

 For assistance, please call 512-974-2210 or TTY users route through 711.



### Council Question and Answer

**Related To**

Item #16

**Meeting Date**

April 20, 2017

### Additional Answer Information

**QUESTION:** 1) Will there be any requirements included in the contract regarding auditing and accuracy of manual meter reads? 2) What will be the contract stipulations in the event that the proposed contractor violates the conditions of meter reading accuracy? COUNCIL MEMBER TROXCLAIR'S OFFICE

**ANSWER:**

1) The contract gives the City the right to audit and/or engage a firm to audit meter read performance. The contractor shall also provide to the City on the anniversary of the contract signing an audit of its internal processes and performance standards with findings regarding adherence to the current contract performance requirements.

Furthermore, the following requirements are included in the contract:

- A minimum read accuracy of 99.5% is required
- For each one-tenth percent increment above the minimum read accuracy rate, Contractor may earn a 1% read bonus escalator tied to the total amount of the monthly meter read charges.
- The Contractor shall provide monthly Productivity Reports to include:
  - Meter Read Completion stats (by cycle, route) number of reads by route, completed 1st attempt, completed final, skipped initial, skipped final, % read first attempt, % read 1st attempt, % read final, % skipped first attempt, % skipped final.
  - Initial and secondary meter skips as a percentage of total meters (by cycle, route, and billing month)
  - Meters skipped more than one month in a row (address must be noted)
  - Meter Skips by skip reason (by route and cycle; address must be noted)
  - Meters assigned against meter reads provided (in number and in detail)
  - Meters assigned with no read provided (by cycle, route, and address)
  - Number of Hi/Lo read failures (by cycle, route, and billing month)
  - Training and Safety for contractor personnel
  - Customer Complaint Report – feedback provided from any customer incident including incident summary, resolution/action taken, etc.

In addition to the annual audit and monthly performance reports, a limited audit (up to 50 meters read by the manual meter read vendor) is performed weekly by Austin Energy staff. The contract may be terminated if this audit shows First Pass Read Accuracy Audit performance average over a 20 cycle per month period drops below 90% accuracy more than two times in a 12 month period or 75% at any given time.

2) In the event of a default by the contractor, the City shall have the right to terminate the contract for cause, by written notice effective ten (10) calendar days, unless otherwise specified, after the date of such notice, unless the contractor, within such ten (10) day period, cures such default, or provides evidence sufficient to prove to the City's

reasonable satisfaction that such default does not, in fact, exist. The City may also place the contractor on probation for a specified period of time within which the contractor must correct any non-compliance issues.

This contract may also be terminated under the following conditions:

- The Contractor fails to complete assigned meter reading routes for 1 or more days per month on schedule for three consecutive months and in accordance with the provision of this Contract.
- The Contractor exceeds on average 3 or more read errors per 1000 meter reads a month for any three months within a four month period.
- The Contractor exceeds an average of 5 "skips" per 1000 meter reads for any two months within a three month period.
- First Pass Read Accuracy Audit performance average over a 20 cycle per month period drops below 90% accuracy more than two times in a 12 month period or 75% at any given time.
- Failure to Support: Failure to deliver 100% of all Soft Services on more than 3 days in a given billing cycle, without agreed upon level of exceptions, is cause for termination of portion of the contract directly related to Delivery of Soft Services.
- The Contractor is found to be negligent in properly securing City equipment such as meter lids after a meter reading causing an unsafe condition in excess of two instances in the same billing cycle, or 3 times in any given 3 month period.
- Repeated complaints regarding Contractor employee's damage to property, lost or missing pets or pet cruelty shall be considered excessive and can be deemed cause for removal of a Meter Reading employee.
- Repeated failure to meet the provisions of Employee Identification shall be considered excessive and can be deemed cause for removal of a Meter Reading employee.
- Excessive complaints may be cause for contract termination.
- Fraudulent meter reading, skipping meter reads or submitting fraudulent performance reports, and/or criminal or unlawful conduct may be cause for termination of this contract.

**CITY OF AUSTIN  
PURCHASING OFFICE**

**Scope of Work  
SOLICITATION NO. OPJ0103**

**MANUAL METER READING SERVICES**

**1. PURPOSE**

The City of Austin, hereinafter referred to as the City, seeks proposals in response to this Request for Proposal (RFP) from Proposers qualified and experienced in the reading of the City of Austin's electric and water utility meters and other meter related activities.

**2. BACKGROUND**

Austin Energy (AE) is the municipally owned, vertically integrated electric utility operated by the City of Austin (COA), Texas, providing electricity to approximately 400,000 residential, commercial and industrial customers to COA residents in Travis and Williamson counties. Annual revenues are in excess of \$900 million.

AE jointly participates with other electric utilities in the ownership of coal-fired electric generation facilities and a nuclear power electric generation facility. Additionally, AE individually owns two gas oil-fired electric generation facilities which are available to meet demand. Transmission line mileage was 620 and distribution line mileage was 11,363 as of the end of 2011. Also, AE provides the customer billing services for all COA utilities: electric, water, wastewater, solid waste, and other related fees.

**3. SCOPE OF WORK**

A. **Title of Program**: Manual Meter Reading Services

B. **Objective**

To secure a contract for service for the timely, accurate, and efficient reading of all assigned Water and Electric Utility meters serviced by the City of Austin on a daily basis. The Contractor will supply their own manual meter reading system and handheld data collection devices, from here on out to be referred to as "the SOLUTION", on behalf of the City of Austin. The Solution must successfully interface with the City's CC&B Billing System insofar as accepting a download file from the City's billing system and creating an upload file to be consumed without manipulation into the City's billing system. The data collected by the Contractor will be used for billing. The SOLUTION should include, but is not limited to, the data collection, reporting, and data file generation capabilities of the City's existing platform – Itron MVRs version 7.12.3.

C. **Implementation**

The City's intention in implementing the accepted proposal is to set up a service agreement contract with the selected Contractor. In order to insure a smooth transition from the existing meter read system to any new proposed system, the City will require the successful Contractor to be on site at a minimum of 30 days prior to the final contract date of the existing Contractor to install and test their system to insure a successful start-up, from here on out referred to as the "Implementation Period". The "Transition Period" will be defined as the 30 day window prior to the first read date and the 30 days following the first read date.

The City will provide training to up to four representatives of the Contractor (In the 60 day Transition Period only), with training to include recognizing meter types, expected reads, access to meters, etc. This time frame will be used by the Contractor to learn the routes, locate meters, review and train meter readers and to become familiar with processes in place. During the implementation period, contractor shall not receive payment.

**CITY OF AUSTIN  
PURCHASING OFFICE**

**D. Technical Requirements**

- a. The Contractor is to provide the software and/or hardware ("The Solution") necessary to successfully interface indirectly with the City's CC&B Billing System. The Solution must be capable of receiving download data relating to meter routes to be read on a per cycle basis. The Contractor will transfer any data collected to the City, in a file format dictated by the City, to be used for billing.
- b. Data files accepted from the City and provided to the City must be configurable to mirror the City's current format, regardless of which platform is utilized by the Contractor.
- c. Hand Held Meter Reading Units: The Contractor shall utilize hand held units capable of providing the readings, timing, and functionality indicated in the criteria for middleware functionality and data collection and shall be capable of utilizing all the application codes, special message texts and upload/download detail meter records.
- d. The Contractor shall be required to provide 3 hand held units at the City's site for the City to use.
- e. Use of City PDAs: The City may provide the use of field suitable PDAs or access to appropriate technology for Field Service Automation data input. If, while in possession of the contractor, any City owned equipment is damaged, lost or stolen, the contractor will be responsible for payment or replacement as determined by the City. Upon written request or at the end of the contract, all City owned equipment will be returned to the City and will be tested upon receipt to determine proper working condition. Inventory control documents will be provided by the Contractor at the beginning of the contract, updated quarterly and upon receipt or return of stated city provided equipment. Data provided to the Contractor is to be considered the property of the City and is not to be disclosed to a third party without the City's expressed written consent.
- f. Work Stations: The Contractor shall provide a workstation, with full access privileges, connected to the SOLUTION Production network, to the City that will be a mirror of the workstation used by the Contractor to upload and download handheld data and run reports.
  - i. A dedicated, high-speed connection between the workstations and the SOLUTION shall be supplied by the Contractor. The cost and data transmission speeds for the initial connection shall be included in the Contractor's proposal. This connection will be required to meet certain security standards for confidentiality. Should the City's receiving site be relocated at any time during the contract, the Contractor will be reimbursed by the City for all actual and documented costs, without contractor markup, required for the relocation of this connection.
- g. Contractor will supply a "test" environment, independent of the production environment, for the City to use in order to perform periodic testing of reads, file format adjustments, modifications, etc. prior to elevating those changes to the production server. A test environment is to be maintained with the same software and hardware versions as the production environment at no cost to the City.
- h. Contractor shall provide a Secure File Transfer Protocol established for the purposes of transferring data files to and from the City. All required deliverables - The daily meter read upload file, the soft services delivery file, the 24 Hour notice daily report file, as well as any City of Austin requested monitoring reports - shall be transferred to City via established Secure File Transfer Protocol (SFTP) for acceptance at the end of each business day for the Contractor. The SFTP shall be password protected and be compatible with the City's billing system.

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- i. City authorized users of the "THE SOLUTION" shall have authority to work with and communicate directly with "THE SOLUTION" support team or help desk on behalf of the Contractor.
- j. The contractor shall have in place written disaster recovery and business continuity plans to ensure business operations to remain unaffected beyond a 4 hour window. All plans will be delivered to and approved by the City appointed contract manager prior to the initiation of the contract and thereafter annually on the anniversary of the effective date of the contract.
- k. A "Proof of Concept" will be required prior to contract acceptance by the City. Proof of Concept will be performed against all expectations, deliverables and performance measures outlined in this SOW.

**E. Functional Requirements**

- a. The Contractor shall co-locate and enter into a lease for space in the same facility that the City leases for the Revenue Measurement & Control workgroup of Austin Energy's Customer Care Division.
- b. Normal Work Hours: 7:00 AM to 5:30 PM for both summer hours and winter hours, Monday through Friday, with some Saturday work days throughout the year, dependent upon the billing schedule. The City's standard holiday schedule, applicable to these contract services, can be found in Section 0300. Hours before and/or after those specified shall have prior approval from the City of Austin's assigned Contract Manager.
- c. There is an estimated twenty (20) meter read days per month, on the Meter Read Schedule, including Saturday read days scheduled to level the number of consumption days in a billing cycle and to maintain consistency whenever holidays and inclement weather impacts meter reading. Read Schedule will be provided annually each year to the Contractor, and is subject to change.
- d. Currently, there are approximately 1000 electric meters and 229,000 water meters that the City reads manually each month. The Contractor will be supplied a download file in a format dictated by the City one day prior to read day consisting of all meters expected to read the following day, in accordance with the Meter Read Schedule supplied by the City. The contractor is to provide the City with an upload file, in a format dictated by the City, consisting of all captured meter data, acquired for each meter assigned by the end of business each read day. Any outstanding reads not delivered by end of business on the scheduled read day may be provided to the city in a supplemental read file by 9:30am the day after the scheduled read day.
- e. Currently, there are approximately 424,000 electric meters and no water meters that the City reads through a proprietary Advanced Metering Information (AMI) service each month. Should the need arise, as determined by City, for the Contractor to perform manual meter reading services for those meters previously read through an AMI system, for any length of time longer than 5 consecutive days, Contractor agrees to increase staffing levels to accommodate the new volume within 10 business days. Contractor and City agree to sustain existing contractual per read pricing for 6 months from date of increase or at contract renewal, whichever ever comes first at which time pricing may be re-determined.
- f. From time to time, The City may acquire new utility customers through annexation, etc. The Contractor may be asked to provide meter identification and validation services at the existing soft service rate.
- g. The contractor shall create and supply to the City prior to the Implementation Period, a city approved training plan for new and existing employees on this assignment.

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- h. The contractor will notify City of visually observed adverse meter conditions, including but not limited to safety issues, suspected tampering, water leaks, missing meter box lids and missing meter caps, and broken glass.
  - i. Should the Contractor be unable to acquire a read due to significant pest infestation, as defined by the City, in or surrounding the meter, Contractor will acquire service contract with local pest control service to humanely remediate the pest concern, in order to obtain a meter read. Contractor will review pest control vendor options with Contract Manager and receive city approval of said Contract Manager, prior to signing with any company, and will do so during the Implementation Period. Contractor will pass along cost of remediation with photographic evidence of infestation along with paid invoice copies to the City, with the Contractor invoice at the end of each month.
- i. The Contractor shall place a door hanger on the customer's door or other secure area, identifying the noted obstacle, if a meter was not accessible and the reading was skipped.
- j. Employee Performance:
  - i. All of the Meter Readers employed by the Contractor shall be required to wear a City approved long or short sleeved shirt and a cap that includes a City approved "logo" and Contractor identification. Any outerwear, such as a jacket or coat worn over the shirt, shall be the same type for all employees and shall include the same approved "logo" and Contractor identification. The "logo" shall be inscribed with "City of Austin" and the Contractors name. The "logo" shall be worn on the upper left portion of the shirt, jacket or coat. Pants may be in the form of blue jeans, trousers, or uniform shorts. Any change in uniforms must be in writing and approved by the City's Contract Manager.
  - ii. City owned and provided employee identification badges shall be worn at all times while performing work under this contract. Said badges shall be displayed prominently on the front of the employee's shirt or jacket in such a manner as to readily identify the employee. Replacement of lost or damaged badges will be at the Contractor's expense.
  - iii. All Contractor owned or supplied shirts, pants, shorts, caps, jackets or coats shall be neat, clean at all times when worn while performing this Contract. Anyone identified as non-conforming by the City assigned Contract Manager will be sent home for the day.
  - iv. The employee shirt, jackets, coats, or other outerwear and identification badges shall be worn only during business hours and while performing work under this Contract. No smoking or use of personal entertainment devices will be allowed while on any City customers' property.
  - v. Each Meter Reader shall be required to have at his or her disposal the following items to assist with meter reading
    - 1. small brush
    - 2. garden shovel/trowel
    - 3. hand pump
    - 4. view stick/tube or binoculars
    - 5. Pest Control
  - vi. Each employee shall possess a current Texas driver's license if operating a vehicle.



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- vii. The Contractor's vehicles and employee vehicles utilized in this contract shall meet all State of Texas licensing and insurance requirements prior to performing any work on this contract. In addition, the contractor vehicles shall have permanent signage approved by the City, attached to the two front doors identifying the contractor vehicle as a meter reading vehicle operating on behalf of the City of Austin. Should an employee utilize their personal vehicles for business and are reimbursed by the Contractor for their mileage, they are also required to have signage secured on the vehicle while performing this Contract. They are also required to carry, and provide copies to the City, State of Texas automobile liability insurance. The Contractor shall provide automobile insurance for all hired vehicles and provide copies of Certificates of Insurance for the employee to carry in their vehicle. Failure to provide this Certificate of Insurance upon request shall be immediate cause for dismissal from duty and count as a failure to conform to the standards of this contract. The Contractor shall check their employees on a monthly basis and ensure their driver's license is valid, and that they are carrying current automobile liability insurance, and document the date checked for use by the City.

**F. Acceptance of Work**

**a. Meter Read File**

- viii. The City will provide, via SFTP, a download file to the Contractor consisting of routes to be read by noon the day prior to the designated "read date". Routes are to be read in accordance with the City's Billing/Read Schedule, provided to the contractor.
- ix. Meters are to be read on the day designated by the billing read schedule unless otherwise specified in writing by the City.
- x. The daily meter read file shall be transferred to the City via established Secure File Transfer Protocol (SFTP), unless otherwise specified by the City, for acceptance at the end of business of each read day. Should there be incomplete routes; a supplementary meter read file for those routes shall be placed on the SFTP prior to 10am the day following the read day.
- xi. Contractor shall perform all re-reads relating to their assigned meters. Re-reads will be the contractor's second opportunity to acquire any missed reads from the day prior (The stated "read day", and are considered mandatory, unless otherwise stated by the City in writing. Re-Reads are due by end of day, the day following the original 'read' day, and no additional charges will be assessed to the City of Austin.

**b. Soft Services**

- i. Soft Services –Soft services shall be defined as, but not exclusive to, activities such as reread, read/change, mid-cycle read and City provided 24 hour notice distribution and/or door hangers and other activities not involving energized meters.
  - 1. Soft Services are paid per each completed task. Each attempted service order that is incomplete due to property conditions prohibiting the completion of said task will be paid at the agreed upon price. All incomplete tasks due to prohibitive property conditions must be accompanied by written and photographic documentation and approved by the City prior to payment.
  - 2. Soft service assignments issued by the City by 9:00 a.m. Day One will be due by Contractor end of business, Day One. Assignments may be issued in paper form or electronically.
  - 3. Work Flow – Based on monitoring of Contractor's daily completed service orders, the City may recall previously issued service orders and /or hold current service orders at any time, given proper notification to Contractor, so

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that critical billing cutoff and performance measures are met.

- a. 24 Hour Notices / Door Hangers - 24-Hour Notice Work Order Assignment Sheets (24 Hour Sheets) will be issued by the City by 9:00 a.m. Day One and must be returned to the City by end of business same day in a format dictated by the City. Contractor must clearly identify which accounts were undeliverable and provide a valid reason to support non-compliance.
    - i. 24-Hour Notice Work Orders are based upon daily availability of accounts that fall into a potential termination of service status.
    - ii. Contractor must be able to work a minimum of 1000 24-Hour Notice Work Orders per day, independent of any other soft service workload provided.
    - iii. The contractor is required to have a Global Positioning System or similar City approved tracking mechanism, capable of providing vehicle specific location and date/time data in a user friendly format, in place that can validate a door hanger was delivered. The contract manager must give written approval of the method selected. Contractor must keep a log of GPS reports extending back at minimum three months. Contractor must be able to provide GPS data to the City within 24 hours of request.
  - b. Water meter validation soft service – defined as verification of meter identification, such as: meter number, meter manufacturer, location of meter, number of dials and pictorial validation of meter.
4. Soft Services may be available to be performed on week days that are not "read" days in the calendar. The Contractor must have resources available to deliver 24 Hour Notices on any week day that is not a 'read' day. In those instances, the Contractor is required to check in with the City by 12:00 noon the day prior for availability.
  5. The City will guarantee a minimum of 300 soft services per billing read day. In the event the City cannot provide a daily minimum of 300 soft services on a "read day" over the course of one billing month, and this occurs more than once in a billing month (20 cycles per month), the City will compensate Contractor for the difference in the number issued and the minimum of 300 at the applicable rate of soft service payments for each occurrence after the first occurrence.
    - a. Exceptions to providing daily minimum are:
      - i. One occurrence per 1-20 cycle
    - b. The day prior and day after City of Austin holidays.
    - c. The week prior and following Christmas.
    - d. The week of Thanksgiving and the following Monday.
    - e. Other holidays exceptions may be negotiated if mutually acceptable.

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- f. At any time given written notice by the City
- 6. The City may, at no cost and at its sole discretion and convenience, issue a stop or suspend soft services to the Contractor for any period of time
- 7. In the event of a stoppage and then resumption of soft services, Contractor and the City will negotiate a plan to allow Contractor time to ramp up to the demand. Consideration will be given to the Contractor's ability to hire and train staff.

**G. Report Deliverables**

- a. The Contractor will submit progress reports to the Contract Manager appointed by the City. The reports shall describe significant achievements and identified issues, as specified, to run from daily to annual, as to those concerns which may have the potential impact schedule or costs. Each report should be available on demand by the City and attainable via the workstation supplied to the City that is connected to the System. Monthly reporting should also be considered part of a complete invoice deliverable by the Contractor at the end of the month. They should be sufficiently detailed to assure performance is in compliance with established and/or projected systems and in accordance with the Contract Documents. The Contractor is to report the achieved service level performed.
  - i. Productivity Reports:
    - 1. Meter Read Completion stats - by cycle, route; Initial and secondary meter skips as a percentage of total meters - per route, per cycle, per billing month; Meters skipped more than one month in a row; Meter Skips by skip reason - by route and cycle; Meters assigned against meter reads provided – in number and in detail (for meters assigned with no read provided – by cycle, route, meter number)
    - 2. Number of Hi/lo read failures - per route, per cycle, per billing month.
    - 3. Training and Safety schedule
      - a. Roster
      - b. Completion % by employees
      - c. Topics covered/continuing education
      - d. Customer Complaint Report – including resolution/action taken
      - e. Initial and secondary Meter Skips/Meter read trouble resolution
  - b. Monthly invoice – Invoice to be calculated monthly, and to have read totals broken out by day and by service point (Water, Electric) as calculated by the SOLUTION. Invoiced soft services are to be broken out by type and by date and totaled.
  - c. All reports are to be delivered in a Microsoft-friendly format to allow for data analysis (sorting, charting, etc.).
  - d. Contractor shall provide Ad Hoc reports, at the request of the City, at no additional charge.

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**H. Performance Measures**

- a. Performance Review – Contractor performance monitored for compliance and reported to contractor quarterly. Contractor to be monitored on:
  - i. File Delivery
    - 1. Meter Read Data
    - 2. Soft Services (24 Hour notice file, etc.)
    - 3. Delivery of an error free cycle
      - a. Definition - An error free cycle shall be considered to be a cycle with less than one (1) meter read error per ten thousand (10,000) reads.
  - ii. Acquired reads per meter assigned
    - a. Each meter assigned to have either a read or an agreed upon and universally accepted skip code with notes detailing the reason a read was not obtained. Random Skip Code audits will be performed by the utility.
  - iii. Completion of all soft services assigned;
  - iv. Performance Reporting
  - v. Customer Complaints
  - vi. Network Availability
  - vii. Repeated Skips on the same meter/premise
  - viii. Soft Service Completion Statistics
  - ix. Provision of Reports

**I. Liquidated Damages**

- a. Should the Contractor not produce an error free meter read cycle, the Contractor shall have the per unit price for meters read in error that cycle deducted from the invoice for that month from the next scheduled payment. Both the cycle for the error free meter read and the cycle for the meter read with errors shall be verified by the City and the Contractor prior to payment or deduction of funds owed the Contractor. A Read Error is defined as a read provided by the contractor that is not used for the purposes of generating a bill for consumption.
- b. Should there be incomplete routes, a supplementary file with those routes shall be placed on the SFTP prior to 9:30 am the day following the read day. In the event Contractor fails to comply with the aforementioned delivery timing, an invoice deduction of \$100.00 per route will occur, and any read not provided will also be considered a skip. The City shall review the Contractor's justification for the failure to transfer the readings and the City's decision for a deduction or non-deduction shall be final. The City reserves the right to read the late route at a charge of \$15.00 per meter to the Contractor.
- c. Should a Meter Skip Code be used in lieu of a read and the meter is found by the City with no issue observed, the City will recoup the charge of the read, plus \$15 to cover the city's costs to acquire the read. Vendor will be responsible for tracking these occurrences by Address, meter number, cycle, route and date. Termination may be requested by City of any Contractor employee found in violation of more than one recorded instance of apparent fraud.
- d. Deductions: Late Service Orders and 24 Hour Notices Door Hangers will be paid at 75% of the agreed upon price, if still available, as determined by the City.

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- e. **Contract Termination:** This Contract may be terminated under the following conditions:
- i. The contractor fails to complete assigned meter reading routes for 1 or more days per month on schedule for three consecutive months and in accordance with the provision of this contract.
  - ii. The Contractor exceeds on average 3 or more read errors per 1000 meter reads a month for three consecutive invoice months or any three months within a four month period.
  - iii. The Contractor exceeds an average of 5 "skips" per 500 meter reads for two consecutive invoice months or any two months within a three month period.
  - iv. **Failure to Support:** Failure to deliver 100% of all Soft Services on more than 3 days in a given billing cycle, without agreed upon level of exceptions, is cause for termination of portion of the contract directly related to Delivery of Soft Services.
  - v. The Contractor is found to be negligent in properly securing City equipment such as meter lids after a meter reading causing an unsafe condition in excess of two instances in the same billing cycle, or 3 times in any given 3 month period .
  - vi. Repeated complaints regarding Contractor employee's damage to property, lost or missing pets or pet cruelty shall be considered excessive and can be deemed cause for removal of a Meter Reading employee.
  - vii. Repeated failure to meet the provisions of Employee Identification shall be considered excessive and can be deemed cause for removal of a Meter Reading employee.
  - viii. Excessive complaints may be cause for contract termination.
  - ix. Failure to meet the provisions of Contractor Responsibilities and Liabilities.
  - x. Failure to provide documentation specifying an ongoing employee training program in reading meters, safety, customer service, etc.
  - xi. Fraudulent meter reading, skipping meter reads or submitting fraudulent performance reports, and/or criminal or unlawful conduct may be cause for termination of this contract.
- J. Notwithstanding anything to the contrary, upon termination of the contract for any reason, or contract expiration, if requested in writing by the City, so as not to create a disruption of the manual meter reading service, Contractor shall agree to transfer or assign the existing meter read SOLUTION contract(s) and all applicable/related hardware and software within 24 hours, with any amortized costs to be negotiated within 30 days.

## **Fleet Vehicle and Equipment Purchasing Process**

### **Background:**

Prior to 2003, individual departments were responsible for determining their vehicle and equipment needs and submitting their requests to the Purchasing Office for acquisition. While the Fleet Department was responsible for the repair and maintenance of these units, they had little or no say in the acquisition process. The result was a rapidly expanding fleet that was poorly planned (i.e. over engineered, costly/hard to get parts, excessive downtime), vehicles and equipment being replaced that had not met its economic life (i.e. vehicles showing up at auction with 30,000 miles on them). Consequently, the City Manager directed the Fleet Department to manage all vehicle and equipment acquisitions. This directive allowed decisions about vehicle/equipment purchases to no longer be made in isolation, but in the context of the fleet as a whole.

### **Current Process:**

*Identification:* As it enters the fleet each unit is given an estimated useful life (life cycle) based on age, miles, fuel use, or in some cases regulatory requirements; this criteria is entered into our M5 Fleet Management System, and is tracked throughout the life of the unit. When a vehicle reaches this life cycle milestone, an automated notification goes out to the using department to bring the unit into a Fleet Service Center for a replacement inspection.

*Determination:* When the unit is brought into the assigned service center for its replacement inspection, it is given a physical inspection for overall condition. Additionally, the Service Center Manager will review the maintenance history including overall costs, downtime and any issues brought forward by the customer department. Upon completion of the inspection, the manager makes a determination as to whether the unit should be replaced, or the life extended.

*Notification:* As the units meet these milestones and are determined through this inspection process to be in need of replacement, they are marked in the M5 Fleet Management System. In April of each year the accumulated list along with estimated replacement cost is presented to the affected customer departments so that they can incorporate this data into their proposed budget.

*Specifications:* During the month of May, Fleet Service Department staff meets with the customer departments to go over the list to determine if the customer department still needs a replacement unit, and if so, any specifications or special needs they may have to meet their operational missions. It is also at this time that the customer departments bring forward any additional vehicles or equipment they will need (i.e. new employees, special projects, Council directives, etc.). Once this has been determined, Fleet along with the Sustainability Office work together to ensure that new purchases are in line with Council Resolution 20070215-023. With this resolution, the goal of new vehicle purchasing is “right size” the unit, and to maximize the purchase of alternative fuel, hybrid, and electric vehicles, maximize the diversity of the fleet, maximize vehicle efficiency, and minimize lifecycle costs. The strategy is implemented through a two-step review process; first a determination of operational need (qualitative) and second a cost benefit analysis (quantitative). The operational need or qualitative assessment ensures that the vehicle or equipment is needed, that the vehicle being purchased is optimized to meet the operational needs of the customer department, and that the vehicle purchased is the right size/class of vehicle to purchase, and if an alternative fuel/hybrid/electric is available for

purchase. Next, the cost benefit or quantitative analysis compares potential vehicles in terms of initial cost, lifetime fuel cost, environmental impact, maintenance cost, depreciation, and resale value. The Office of Sustainability completes an Annual Cost Benefits Analysis report that takes a snapshot of existing technology for differing vehicle classes that can be applied to each purchasing decision.

*Finalized list:* Once specifications are determined, individual forms containing the specific unit and all required options are sent to the customer department. All replacement units require the signature of the Fleet Officer as well as the requesting customer Department Director. Customer departments that require additional units (i.e. annexation, new employees, etc.) must get the signature of the Fleet Officer, the customer Department Director and the ACM of the impacted department. Only requests that have all required signatures will be processed.

Concurrently, Fleet Services Department is working closely with the Budget Department to continue to refine and finalize the acquisition list, and ensure that appropriate funding is included in the final budget presented to Council for approval.

*Solicitation Process:* After Council approves the budget and all signed forms are returned to Fleet the process of buying vehicles and equipment begins on October 1<sup>st</sup>. The majority of unit purchases are through cooperative purchase agreements in compliance with the Texas Local Government Code Chapter 271, Subchapter F, Cooperative Purchasing Program. Use of this program satisfies the competitive bidding requirements of state law, significantly reduces internal administrative costs, and allows the City to take advantage of volume discount pricing and expedited placement of orders. The acquisition team along with the Purchasing Office conducts a cost and best value analysis to identify the best price and best value among the available alternatives for the City. In addition, each purchase is reviewed for subcontracting opportunities to determine if goals will be established in accordance with City Code Chapter 2-9D Minority Owned and Women Owned Business Enterprise Procurement Program.

*Recommendation for Council Action (RCA):* Vehicles and equipment are usually sorted into four major RCA packages (Public Safety, Medium/Heavy duty, Light duty, and Special Equipment) that begin in October and run through April or May. The City purchases an average of 400 units per year. If purchased individually, this would severely impact the Council agenda on most Council dates and would result in delays in getting the needed units into service (i.e. some units may take a year or more to build and deliver after the Purchase Order is placed with the vendor). Placing them together in packages of like units, also allows for more transparency since stakeholders can see at a glance what is being purchased. Additionally, the ability to buy like units in bulk allows the City to comply with manufacturer's build date cut offs and in most cases avoid the additional cost associated with having to purchase the next model year. Special circumstances may require deviation from the plan due to the Boards and Commissions process or other delays in obtaining final Council approval of RCAs. Upon approval of RCA's by the Council, final purchase orders are placed with vendors and delivery dates planned.

Dept Name	Count	New Unit Description	Purchase Type	Replaced Unit	Make	Model	Year	Mileage	Unit	Fuel Type	Justification	Comments on Replacement
Austin Fire	1	Police Utility Interceptors	Replacement	00A177	FORD	EXPLORER	2000	99,776	5287809710	Ethanol		end of useful life
Austin Water	1	CHEVY EQUINOX	Replacement	00A804	FORD	EXPLORER	2000	101,507	5287810001	Ethanol		end of useful life
Austin Water	1	FORD F250 SUPERCAB	Replacement	00B164	FORD	F250	2000	283,891	5287810003	Ethanol		end of useful life
Austin Water	1	JOHN DEERE 544K LOADER	Replacement	00F278	JOHN DEERE	544H	2000	1,198	5287810024	Bio-Diesel		end of useful life
Austin Water	1	JOHN DEERE 410L BACKHOE	Replacement	00F283	JOHN DEERE	310E	2000	2,688	5287809556	Bio-Diesel		end of useful life
Austin Water	1	JOHN DEERE 50G EXCAVATOR	Replacement	00F285	JOHN DEERE	555G	2000	2,386	5287810025	Bio-Diesel		end of useful life
Austin Fire	1	Dodge 2500 service body	Replacement	00P207	FORD	F250 SD	2000	200,171	5287809890	Bio-Diesel		end of useful life
Austin Water	1	FREI 1225D TAND AXL TRACT 4500RDS AUTO	Replacement	00R910	IHC	9100 6X4	2000	336,999	5287810011	Bio-Diesel		end of useful life
Convention Center	1	GEM TRUCKSTER	Replacement	00V944	E-Z-GO	1000E	2000	7,621	5287810093	Electric		end of useful life
Austin Water	1	FORD F250 SUPERCAB	Replacement	01B625	FORD	F250	2001	133,745	5287809997	Ethanol		end of useful life
Austin Water	1	FORD F250 SUPERCAB	Replacement	01B628	FORD	F350	2001	197,925	5287810004	Bio-Diesel		end of useful life
PARD	1	FORD F250 SUPERCAB 2WD SVCTRK	Replacement	01B657	FORD	F250	2001	108,574	5287810176	Bio-Diesel		end of useful life
Management Services	1	FORD EXPLORER	Replacement	01C477	FORD	CROWN VICTOR	2001	167,806	5287810166	Ethanol		end of useful life
Austin Water	1	JOHN DEERE 160GLC EXCAVATOR	Replacement	01F673	HYUNDAI	HL 740-3	2001	2,881	5287810026	Bio-Diesel		end of useful life
Austin Water	1	JOHN DEERE 310EL BACKHOE	Replacement	01F674	JOHN DEERE	410G	2001	4,680	5287810028	Bio-Diesel		end of useful life
Austin Water	1	JOHN DEERE 410L BACKHOE	Replacement	01F675	JOHN DEERE	410G	2001	791	5287810029	Bio-Diesel		end of useful life
Watershed	1	17 YARD DUMP TRUCK	Replacement	01G318	IHC	2554 6X4	2001	108,639	5287810060	Bio-Diesel		end of useful life
Austin Water	1	M2-106 TANDEM CHASSIS 12YARD DUMP TRUCK	Replacement	01G326	IHC	2554 6X4	2001	24,438	5287810023	Bio-Diesel		Mechanical failure
Convention Center	1	Nisfisk Cyclone CY5500 sweeper	Replacement	01J717	TENNANT	6550	2001	2,703	5287809974	Diesel		end of useful life
Austin Water	1	FORD F150 SUPERCAB 2WD	Replacement	01N633	FORD	E250	2001	131,841	5287809998	Ethanol		end of useful life
CTM, Wireless	1	FORD TRANSIT T150 CARGO VAN	Replacement	01N646	FORD	WINDSTAR	2001	99,940	5287809530	Ethanol		end of useful life
Convention Center	1	GEM TRUCKSTER	Replacement	01V018	COLUMBIA	PARCARED4	2001	950	5287809222	Electric		end of useful life
Convention Center	1	GEM TRUCKSTER	Replacement	01V019	COLUMBIA	PARCARED4	2001	6,393	5287810092	Electric		end of useful life
Austin Police Department	1	Polaris all-terrain vehicles (ATVs)	Replacement	01V893	HONDA	TRX500FA1	2001	18	5287809891	Unleaded/E10		end of useful life
Public Works Street & Bridge	1	DODGE 5500 PLTRFM DUMP BED	Replacement	02B028	FORD	F250	2002	224,239	5287810133	Bio-Diesel		end of useful life
Watershed	1	JD 50G EXCAVATOR	Replacement	02F177	TEREX	HS41MM	2002	357	5287810048	Bio-Diesel		end of useful life
Public Works Street & Bridge	1	BROCE RCT-350 BROOM SELF PROPELLED	Replacement	02J021	ROSCO MFG	RB-48	2002	910	5287810071	Bio-Diesel		end of useful life
Austin Water	1	FORD E450 CUES HI CUBE SUMMIT CCTV VAN	Replacement	02N152	FORD	E450	2002	61,402	5287809007	Unleaded/E10		Mechanical failure
Watershed	1	DODGE 4500 SVCTRK CREW CAB	Replacement	02Q030	FORD	F450	2002	144,363	5287810178	Bio-Diesel		end of useful life
Aviation	1	FORD TRANSIT CONNECT WAGON	Replacement	03A046	FORD	WINDSTAR	2003	45,695	5287810128	Unleaded/E10		used daily low mileage due to use onl @ ABIA
Austin Public Health	1	FORD F150 trucks	Replacement	03B022TC	FORD	F150	2003	198,781	5287810163	Ethanol		end of useful life
Austin Public Health	1	FORD F150 trucks	Replacement	03B024TC	FORD	F250	2003	233,478	5287810164	Ethanol		end of useful life
Watershed	1	FORD F250 REG CAB 2WD	Replacement	03B204	FORD	F250	2003	132,659	5287810185	Ethanol		end of useful life
Watershed	1	JD85 EXCAVATOR	Replacement	03F357	JOHN DEERE	555G	2003	1,258	5287810047	Bio-Diesel		end of useful life
PARD	1	74934 COMMAND PRO EFI PROPANE	Replacement	03H370	TORO	328-D	2003	2,397	5287810061	Bio-Diesel		end of useful life
PARD	1	74934 COMMAND PRO EFI PROPANE	Replacement	03H372	TORO	328-D	2003	879	5287810062	Propane		end of useful life
PARD	1	GROUNDMASTER 3280-D 2WD	Replacement	03H373	TORO	328-D	2003	2,620	5287810064	Dedicated		end of useful life
PARD	1	GM5900 MOWER	Replacement	03H376	TORO	580D	2003	4,150	5287810065	Bio-Diesel		end of useful life
Austin Water	1	FREI 1225D TAND AXL TRACT 4500RDS AUTO	Replacement	03R162	IHC	9100I SBA 6X	2003	263,473	5287810012	Bio-Diesel		end of useful life
Austin Water	1	BOBCAT 3400XL UTV	Replacement	03V427	TAYLOR-DUN	B2-10	2003	2,440	5287810013	Bio-Diesel		end of useful life
Austin Energy	1	Chevrolet Suburban	Replacement	03V466	TIGER TRUC	110100	2003	3,081	9004	Ethanol		end of useful life
Austin Energy	1	FORD F150 trucks	Replacement	03V467	TIGER TRUC	110100	2003	3,421	5287809263	Ethanol		end of useful life
Austin Energy	1	FORD F250 trucks	Replacement	04B607	FORD	F250	2004	150,375	5287810234	Ethanol		end of useful life
Austin Energy	1	FORD F250 trucks	Replacement	04B608	FORD	F250	2004	211,915	5287809664	Ethanol		end of useful life
Public Works Street & Bridge	1	DODGE 5500 PLTRFM FIXED BED	Replacement	04B635	FORD	F150	2004	155,619	5287810132	Bio-Diesel		end of useful life
Public Works Street & Bridge	1	FORD F150 SUPERCREW 2WD E85	Replacement	04B641	FORD	F150	2004	136,136	5287810135	Ethanol		end of useful life
Public Works Street & Bridge	1	FORD F150 SUPERCREW 2WD E85	Replacement	04B645	FORD	F150	2004	122,764	5287810136	Ethanol		end of useful life
Public Works Street & Bridge	1	GRW1801 DOUBLE DRUM ROLLER	Replacement	04F695	BOMAG	C530AH	2004	2,092	5287810041	Bio-Diesel		end of useful life
Austin Water	1	HARBEN 4018 DTK 300E-180 FLUSHER	Replacement	04J567	HARBEN	4016DTD300	2004	760	5287810018	Bio-Diesel		end of useful life
Austin Water	1	HARBEN 4018 DTK 300E-180 FLUSHER	Replacement	04J568	HARBEN	4016DTD300	2004	692	5287810019	Bio-Diesel		end of useful life
Public Works Street & Bridge	1	SOLAR TECH AB0515 LED	Replacement	04J700	ALLMAND	AWB154583-17	2004	0	5287810067	n/a		end of useful life
Austin Water	1	VAC-TRON MC533SDT 500 GALLON VACUUM TRL	Replacement	04J735	VAC-TRON	EVACAC150DT	2004	87	5287809967	Bio-Diesel		end of useful life
Animal Services Office	1	RAM 3500 ANIMAL TRANSPORT TRUCK	Replacement	04P015TC	FORD	F250 SD	2004	231,843	5287810140	Bio-Diesel		end of useful life
Animal Services Office	1	RAM 3500 ANIMAL TRANSPORT TRUCK	Replacement	04P017TC	FORD	F250 SD	2004	266,400	5287810141	Bio-Diesel		end of useful life
Austin Energy	1	RAM 4500 trucks	Replacement	04P626	FORD	F450	2004	156,353	5287808729	Bio-Diesel		end of useful life



Dept Name	Count	New Unit Description	Purchase Type	Replaced Unit	Make	Model	Year	Mileage	Unit	Fuel Type	Justification	Comments on Replacement
Austin Water	1	BOBCAT 3400XL UTV	Replacement	04V617	JOHN DEERE	W6X4	2004	2,442	5287810014	Bio-Diesel		end of useful life
Management Services	1	FORD EXPLORER	Replacement	05B109	FORD	RANGER	2005	104,161	5287810167	Ethanol		end of useful life
Austin Fire	1	Ford F150 truck	Replacement	05B796	FORD	F150	2006	131,311	5287809726	Ethanol		end of useful life
Austin Water	1	JOHN DEERE 410L BACKHOE	Replacement	05F006	JOHN DEERE	410G	2005	3,448	5287810030	Bio-Diesel		end of useful life
Watershed	1	JD 333G	Replacement	05F018	ASV	RC-100	2005	5,548	5287810042	Bio-Diesel		end of useful life
Austin Energy	1	FORD F350 trucks	Replacement	05G713	IHC	7400 SFA 6X4	2005	40,289	5287809633	Ethanol		Unit sold Spec Change
Austin Water	1	TORO 25HP KUBOTA DIESEL 72"	Replacement	05H001	TORO	328-D	2005	1,177	5287810020	Bio-Diesel		end of useful life
PARD	1	GM5900 MOWER	Replacement	05H002	TORO	30582	2005	3,613	5287810066	Bio-Diesel		end of useful life
Austin Water	1	TORO 25HP KUBOTA DIESEL 72"	Replacement	05H005	TORO	328-D	2005	1,395	5287810021	Bio-Diesel		end of useful life
Public Works Street & Bridge	1	ENTYRE CHIPSREADER	Replacement	05J017	ETNYRE	ET259	2005	1,396	5287810070	Bio-Diesel		end of useful life
Austin Energy	1	FORD F350 trucks	Replacement	05P014	FORD	F450	2006	238,858	5287810230	Ethanol		end of useful life
Public Works Street & Bridge	1	DODGE 5500 PLTFRM DUMP BED	Replacement	06B068	FORD	F250	2006	168,439	5287810134	Bio-Diesel		end of useful life
Austin Energy	1	Ram 2500 trucks	Replacement	06B071	FORD	F250	2006	108,530	5287810238	Bio-Diesel		end of useful life
Austin Energy	1	CHEVY TAHOES	Replacement	06B075	FORD	F250	2006	134,183	5287810237	Ethanol		end of useful life
Watershed	1	JD 333G	Replacement	06F023	JOHN DEERE	CT332	2006	2,363	5287810043	Bio-Diesel		end of useful life
Public Works Street & Bridge	1	BROCE RCT-350 BROOM SELF PROPELLED	Replacement	06J026	BROCE	RJ350	2006	975	5287810076	Bio-Diesel		end of useful life
Austin Water	1	FORD F150 SUPERCAB 2WD E85	Replacement	06P049	FORD	F350	2006	181,214	5287810005	Ethanol		end of useful life
Austin Water	1	RAM 5500 CREW CAB KNAP 6108DL-38J SRV BODY W6K CRANE	Replacement	06P050	FORD	F550	2007	129,790	5287810006	Bio-Diesel		end of useful life
Austin Water	1	RAM 5500 35' VO-40-MHI BUCKET TRK 19501 GVWR DSL	Replacement	06P052	FORD	F550	2007	122,023	5287810007	Bio-Diesel		end of useful life
Austin Energy	1	Gator utility terrain vehicle	Replacement	06V007	JOHN DEERE	1971W	2006	3,150	5287809549	Unleaded/E10		end of useful life
Austin Energy	1	RAM 3500 trucks	Replacement	07A337	CHEVROLET	G3500	2007	125,504	5287810239	Bio-Diesel		end of useful life
Austin Fire	1	Police Utility Interceptors	Replacement	07A841	FORD	EXPLORER	2007	152,919	5287809707	Ethanol		end of useful life
Austin Water	1	FORD F150 SUPERCAB 2WD E85	Replacement	07B209	CHEVROLET	2500HD	2007	128,890	5287810216	Ethanol		end of useful life
Austin Water	1	JOHN DEERE 330G SKID STEER	Replacement	07F200	JOHN DEERE	JD320	2007	747	5287809926	Bio-Diesel		end of useful life
Austin Water	1	JOHN DEERE 50G EXCAVATOR	Replacement	07F281	JOHN DEERE	310J	2007	2,882	5287810027	Bio-Diesel		end of useful life
Austin Energy	1	RAM 4500 trucks	Replacement	07G055	FREIGHTLIN	M2106	2007	34,822	5287808963	Bio-Diesel		Unit sold Spec Change
Austin Energy	1	RAM 3500 trucks	Replacement	07N338	FORD	E350	2007	111,102	5287810240	Bio-Diesel		end of useful life
Austin Energy	1		Replacement	07P846	FORD	F450	2006	62,477	5287810231	Ethanol		Spec Change
Austin Water	1	POLARIS RANGER XP900 DIESEL	Replacement	07V395	HONDA	TRX420FE	2007	412	5287810015	Bio-Diesel		end of useful life
Austin Water	1	POLARIS RANGER XP900 DIESEL	Replacement	07V396	HONDA	TRX420FE	2007	199	5287810016	Bio-Diesel		end of useful life
Aviation	1	FORD F150 SUPERCREW 4WD	Replacement	08B648	CHEVROLET		2008	118,150	5287810124	Ethanol		end of useful life
Aviation	1	FORD F250 SUPERCREW 2WD	Replacement	08B649	CHEVROLET	CK20953	2008	113,250	5287810127	Ethanol		end of useful life
PARD	1	FORD F150 SUPERCAB	Replacement	08B753	FORD	F150	2008	146,053	5287809724	Ethanol		end of useful life
Austin Energy	1		Replacement	08N356	FORD	F450	2008	48,697	5287810232	Ethanol		Spec Change
Austin Energy	1	RAM 3500 trucks	Replacement	08N715	FORD	E350	2008	106,748	5287810241	Bio-Diesel		spec change
Austin Water	1	FORD F150 SUPERCAB 2WD E85	Replacement	08P285	FORD	F350	2008	184,608	5287810008	Ethanol		end of useful life
Austin Energy	1	RAM 4500 trucks	Replacement	08P326	FORD	F450	2008	123,710	5287810245	Bio-Diesel		end of useful life
Austin Energy	1	RAM 4500 trucks	Replacement	08P327	FORD	F450	2008	134,264	5287810246	Bio-Diesel		end of useful life
Austin Energy	1	RAM 4500 trucks	Replacement	08P328	FORD	F450	2008	138,578	5287810247	Bio-Diesel		end of useful life
Austin Energy	1	RAM 4500 trucks	Replacement	08P339	FORD	F450	2008	128,920	5287810248	Bio-Diesel		end of useful life
Austin Energy	1	RAM 4500 trucks	Replacement	08P340	FORD	F450	2008	141,289	5287810249	Bio-Diesel		end of useful life
Austin Water	1	FORD EXPLORER UTIL VEH PASS 4WD FLEX	Replacement	09A169	FORD	ESCAPE	2009	63,894	5287809971	Ethanol		Accident
Austin Police Department	1	Ford F250 truck	Replacement	09C414	CHEVROLET	TAHOE	2009	159,304	5287809561	Ethanol		end of useful life
Austin Public Health	1	FORD TRANSIT vans	Replacement	10A507	DODGE	CARAVAN	2010	117,422	5287810165	Ethanol		end of useful life
Aviation	1	CHEVY ARBOC 22 PASSGR BUS 14200GVWR LPG	Replacement	12A064	FORD/CHAMP	E450	2012	51,563	5287810113	Propane Dedicated		Diversification of fleet
Aviation	1	CHEVY ARBOC 22 PASSGR BUS 14200GVWR LPG	Replacement	12A068	FORD/CHAMP	E450	2012	75,000	5287810115	Propane Dedicated		Diversification of fleet
Austin Police Department	1	Polaris all-terrain vehicles (ATVs)	Replacement	12V910	POLARIS	RANGER 850	2012	3,745	5287809892	Unleaded/E10		end of useful life
Austin Police Department	1	Polaris all-terrain vehicles (ATVs)	Replacement	12V911	POLARIS	RANGER 850	2012	5,016	5287809893	Unleaded/E10		end of useful life
Austin Police Department	1	Polaris all-terrain vehicles (ATVs)	Replacement	12V912	POLARIS	RANGER 850	2012	2,988	5287809894	Unleaded/E10		end of useful life
Austin Police Department	1	Polaris all-terrain vehicles (ATVs)	Replacement	12V913	POLARIS	RANGER 850	2012	4,201	5287809895	Unleaded/E10		end of useful life
Austin Energy	1	Ford 150 trucks	Replacement	15A058	FORD	EXPLORER	2015	5,501	5287809972	Ethanol		Unit totalled
Austin Fire	1	Trailer	Replacement	79J955	MISC	UNKNOWN	1979	47	5287809886	n/a		end of useful life
Public Works Street & Bridge	1	EPOKE TKB12-280 SAND SPREADER	Replacement	85J803	EPOKE	SPREADER	1985	0	5287810069	n/a		end of useful life
Austin Energy	1	Ford 250 trucks	Replacement	87M335	FMC	HTC825S	1987	3,942	5287808962	Ethanol		end of useful life

Dept Name	Count	New Unit Description	Purchase Type	Replaced Unit	Make	Model	Year	Mileage	Unit	Fuel Type	Justification	Comments on Replacement
Austin Energy	1	IHC 7600 HAUL RIG	Replacement	87R200	IHC	2574	1987	60,103	5287810206	Bio-Diesel		Parts Obsolescence/ Emmissions
Austin Energy	1	RAM 4500 trucks	Replacement	90G684	CALAVAR	CONDOR 150S	1990	36,447	8364	Bio-Diesel		end of useful life
Fleet Services	1	ZENITH VAN 15 PASS ELECTRIC	Replacement	92G556	Ford	F450	1992	64,097	5287810217	Electric		Spec Change electric bus
Austin Energy	1	Ford 250 trucks	Replacement	93A798	GMC	SUBURBAN	1993	71,855	5287808910	Ethanol		Mechanical failure
Fleet Services	1	FORD F150 SUPERCREW 2WD SBED PU 6900GVWR	Replacement	93B747	CHEVROLET	S10	1993	101,126	5287809721	Ethanol		end of useful life
Austin Water	1	FORD F150 SUPERCAB 4WD E85	Replacement	93B805	FORD	F150	1988	82,607	5287810002	Ethanol		Mechanical failure
Austin Water	1	CHEVY EQUINOX	Replacement	94A050	CHEVROLET	ASTRO	1994	71,375	5287809336	Ethanol		parts obsolescence
Austin Energy	1	FORD F250 REG CAB 2WD 60CA SRW SVC TRK	Replacement	94A187	CHEVROLET	LUMINA	1994	70,000	5287809224	Ethanol		parts obsolescence
PARD	1	DODGE 2500 SVCTRK REG CAB	Replacement	94P159	GMC	TG31403	1994	136,300	5287809035	Ethanol		end of useful life
Austin Police Department	1	SOLAR ARROWBRD	Replacement	95J792	KUSTOM SIG	SMART 5901	1995	0	5287809599	n/a		end of useful life
Austin Energy	1	Ram 2500 trucks	Replacement	95N533	GMC	SAFARI	1995	90,575	5287808980	Bio-Diesel		end of useful life
Austin Water	1	FORD F150 SUPERCAB 2WD	Replacement	96A065	JEEP	CHEROKEE	1996	109,238	5287810009	Ethanol		end of useful life
Austin Energy	1	Ford 250 trucks	Replacement	96A307	CHEVROLET	Caprice	1996	57,647	5287810187	Ethanol		end of useful life
PARD	1	PJ F820 20' TRL DTA 14000GVWR	Replacement	96H431	MOTT CORP	SHD88	1996	0	5287810073	n/a		end of useful life
Austin Water	1	P818 18' HD UTILITY TRAILER	Replacement	96K282	MISC	MISC	1996	0	5287810077	n/a		end of useful life
Austin Water	1	FORD F150 SUPERCAB 2WD 145" (X1C), 6.5' BOX	Replacement	96N202	CHEVROLET	CM11005	1996	38,156	5287809663	Ethanol		Mechanical failure
PARD	1	DODGE 3500 SVCTRK (1 TON) CREW CAB	Replacement	96P171	DODGE	BR2L62	1996	105,912	5287810172	Bio-Diesel		end of useful life
Austin Water	1	M2-106 CREW CAB RKI SERVICE TRUCK	Replacement	96P891	IHC	4700	1996	100,220	5287810022	Bio-Diesel		end of useful life
Austin Energy	1	Ford F350 trucks	Replacement	96Q127	FORD	F80	1996	119,006	5287809329	Ethanol		end of useful life
Austin Transportation	1	Ford Transit cargo van	Replacement	97A653	FORD	E150	1997	100,001	5287810145	Ethanol		end of useful life
PARD	1	DODGE 3500 PU (1TON) CREW CAB	Replacement	97B083	DODGE	2500	1997	98,929	5287810173	Bio-Diesel		end of useful life
Austin Water	1	FORD F250 SUPERCAB	Replacement	97B690	FORD	F250	1997	154,985	5287809381	Bio-Diesel		end of useful life
PARD	1	FORD F150 SUPERCAB	Replacement	97B693	FORD	F250	1997	99,023	5287809725	Ethanol		end of useful life
PARD	1	16X83 HH UTILITY TRL GVWR 14000	Replacement	97K764	INTERSTATE	24TDT	1997	0	5287810074	n/a		spec change
PARD	1	10X60 SWFB 525 GAL WATER TRL GVWR9990	Replacement	97K830	SHOPMADE	L-CET	1997	0	5287810075	n/a		end of useful life
Building Services	1	FORD TRANSIT T150 CARGO	Replacement	97N613	FORD	E142	1997	113,840	5287810146	Ethanol		end of useful life
Austin Water	1	FORD F150 SUPERCAB 2WD	Replacement	97N677	FORD	F250	1997	101,344	5287809999	Ethanol		end of useful life
Building Services	1	FORD F350 SVCTRK 2WD SUPERCAB	Replacement	97P491	FORD	F250	1997	97,631	5287809635	Unleaded/E10		end of useful life
Austin Water	1	FREI 1225D TRACTOR 18SPD	Replacement	97R359	IHC	2574 6X4	1997	82,780	5287809550	Bio-Diesel		Accident
Austin Fire	1	Police Utility Interceptors	Replacement	98A104	FORD	TAURUS	1998	90,317	5287809709	Ethanol		end of useful life
Austin Public Health	1	FORD TRANSIT vans	Replacement	98A265	FORD	WINDSTAR	1998	91,986	5287809580	Ethanol		end of useful life
Austin Police Department	1	FORD TRANSIT	Replacement	98A423G	CHEVROLET	G3500	1998	143,842	5287809702	Ethanol		Parts Obsolescence
Austin Police Department	1	FORD TRANSIT	Replacement	98A424G	CHEVROLET	G3500	1998	123,764	5287809703	Ethanol		Parts Obsolescence
PARD	1	FORD F250 SUPERCREW	Replacement	98B149	CHEVROLET	C3500	1998	129,653	5287809662	Ethanol		end of useful life
Austin Water	1	VAC-TRON MC533SDT 500 GALLON VACUMM TRL	Replacement	98J416	JAY'S	1000-V	1998	101	5287810017	Bio-Diesel		end of useful life
Fleet Services	1	RAM 5500 MORGAN 14' DRY BOX 19501 GVWR	Replacement	98P789	GMC	TC31003	1998	100,178	5287810089	Bio-Diesel		end of useful life
Austin Fire	1	Police Utility Interceptors	Replacement	99A661	FORD	TAURUS	1999	74,662	5287809600	Ethanol		Mechanical failure
Austin Transportation	1	Ram 1500 Truck	Replacement	99B160	FORD	F250	1999	116,688	5287810143	Ethanol		end of useful life
Austin Water	1	JOHN DEERE 330G SKID STEER	Replacement	99F624	JOHN DEERE	310E	1999	6,907	5287810196	Bio-Diesel		end of useful life
Austin Water	1	JOHN DEERE 410L BACKHOE	Replacement	99F625	JOHN DEERE	310E	1999	4,614	5287810031	Bio-Diesel		end of useful life
PARD	1	GROUNDMASTER 3280-D 2WD DIESEL	Replacement	99H660	TORO	GROUNDMASTER	1999	627	5287810063	Bio-Diesel		end of useful life
CTM, Wireless	1	DODGE 3500 CREW SVC TRK	Replacement	99P758	CHEVROLET	CC30903	1999	63,899	5287809531	Bio-Diesel		Spec Change
Public Works Street & Bridge	1	2017 DODGE 5500 PLTFRM FIXED BED	Replacement	99Q226	FORD	F450SD	1999	151,930	5287810158	Bio-Diesel		end of useful life
Public Works Street & Bridge	1	IHC 7400 PB B-6 HOT PATCH TRK GVWR 54000	Replacement	99U464	IHC	4900 6X4	1999	97,726	5287810091	Bio-Diesel		end of useful life
											Unit will be utilized to transport IT personnel, computers and other equipment to various utility sites often not located on improved roads. Items transported in this vehicles should not be affected of being subjected to rougher riding vehicle.	
Austin Energy	1	CHEVY TAHOES	New						5287810235	Ethanol		
Austin Energy	1	FORD F150	New						5287810222	Ethanol		
Austin Energy	1	FORD F150	New						5287810221	Ethanol		
Austin Energy	1	FORD F150	New						5287810226	Ethanol		
Austin Energy	1	FORD F150	New						5287810220	Ethanol		
Austin Energy	1	FORD F150	New						5287810236	Ethanol		
Austin Energy	1	FORD F150	New						5287810225	Ethanol		
Austin Energy	1	FORD F150	New						5287810223	Ethanol		
Austin Energy	1	FORD F150	New						5287810223	Ethanol		

Dept Name	Count	New Unit Description	Purchase Type	Replaced Unit	Make	Model	Year	Mileage	Unit	Fuel Type	Justification	Comments on Replacement
Austin Energy	1	FORD F150	New						5287810227	Ethanol	Unit will be utilized to transport IT personnel, computers and other equipment to various utility sites often not located on improved roads.	
Austin Energy	1	FORD F150	New						5287810219	Ethanol	Unit will be utilized to transport IT personnel, computers and other equipment to various utility sites often not located on improved roads.	
Austin Energy	1	FORD F150	New						5287810224	Ethanol	Unit will be utilized to transport IT personnel, computers and other equipment to various utility sites often not located on improved roads.	
Austin Energy	1	FORD F250	New						5287810229	Ethanol	Units will be used to haul materials, tools and personnel and on right of way to maintain Transmission Line infranstructure.	
Austin Energy	1	FORD F250	New						5287810233	Ethanol		
Austin Energy	1	FORD F250	New						5287810228	Ethanol	Units will be used to haul materials, tools and personnel and on right of way to maintain Transmission Line infranstructure.	
Austin Energy	1	Extendable boom forklift	New						5287810208	Bio-Diesel	Unit will be utilized in chiller plant operations to safety lift and place materials in the various levels of the plant.	
Austin Energy	1	All-Terain utility (ATV)	New						5287810211	Electric		
Austin Energy	1	All-Terain utility (ATV)	New						5287810205	Electric	Unit will be utilized to transport personnel and materials around the Domain District Cooling Plant.	
Austin Energy	1	RAM 4500 Truck	New						5287810243	Bio-Diesel		
Austin Energy	1	RAM 4500 Truck	New						5287810242	Bio-Diesel		
Austin Energy	1	RAM 4500 Truck	New						5287810250	Bio-Diesel		
Austin Energy	1	RAM 4500 Truck	New						5287810244	Bio-Diesel		
Austin Energy	1	AERIAL BOOM, articulating boom personnel lift	New						5287810207	Electric	Unit will be utilized to access and maintain equipment in the Domain District Cooling Plant.	
Austin Fire	1	Police Utility Interceptors	New						5287810161	Ethanol		
Austin Fire	1	Police Utility Interceptors	New						5287810160	Ethanol		
Austin Public Health	1	WELLS CARGO TRAILER	New						5287809625	n/a	New FTE	
Austin Public Health	1	CHEVROLET EQUINOX	New						5287810162	Ethanol	Grant funded by DHS that is administered by the Epidemiology and Health Statistics Unit (EHSU).	
Austin Public Health	1	Ram 2500 Truck	New						5287809619	Bio-Diesel	Replace rentals	
Austin Resource Recovery	1	FREI 12YRD BUCKET PB LOADER	New						5287810052	Bio-Diesel	To support street cleaning program. Current Fleet is not sufficient to meet expanding street sweeping program.	
Austin Resource Recovery	1	LO RISER IPT4-816 INCLINING TRL 19725 GV	New						5287809965	n/a		
Austin Resource Recovery	1	RAM 5500 12' DUMP BODY WLIFTGATE	New						5287810088	Bio-Diesel	Unit will be used to tow and handle deris from bike line sweeper. This will free up a larger 12 yd. dump truck and employee to handle regular street sweeping debris.	
Austin Transportation	1	Bitumen applicator trailer-mounted	New						5287810079	n/a	This is to maintain 10,000 Raised Pavement Markers yearly and 500 concrete buttons yearly along the roadway.	
Austin Transportation	1	Trantex Thermoplastic prenelter	New						5287810068	Propane Dedicated	This is to maintain 1250 Signalized, School and Downtown Central Business District CBD crosswalks yearly.	
Austin Water	1	BOBCAT 3400XL UTV	New						5287810265	Bio-Diesel	Units will be replacing loanet trucks and will be utilized by Labs and Instrument Control personnel.	
Austin Water	1	BOBCAT 3400XL UTV	New						5287810266	Bio-Diesel	Units will be replacing loanet trucks and will be utilized by Labs and Instrument Control personnel.	
Austin Water	1	BOBCAT 3400XL UTV	New						5287810263	Bio-Diesel	Units will be replacing loanet trucks and will be utilized by Labs and Instrument Control personnel.	
Austin Water	1	BOBCAT 3400XL UTV	New						5287810261	Bio-Diesel	Units will be replacing loanet trucks and will be utilized by Labs and Instrument Control personnel.	
Austin Water	1	BOBCAT 3400XL UTV	New						5287810264	Bio-Diesel	Units will be replacing loanet trucks and will be utilized by Labs and Instrument Control personnel.	
Austin Water	1	BOBCAT 3400XL UTV	New						5287810262	Bio-Diesel	Units will be replacing loanet trucks and will be utilized by Labs and Instrument Control personnel.	
Austin Water	1	CONTINENTAL TW710SA 7' ENCLOSED TRAILER	New						5287810270	n/a	Trailer will allow AW facility staff ti secure portable equipment.	
Austin Water	1	WELLS CARGO CW1624-102-V 7X16 19' ENCLOSED TRAILER	New						5287810269	n/a	Trailer will allow AW Electrical Emergency Response staff to secure critical plant equipment.	
Austin Water	1	CHEVY EQUINOX	New						5287810283	Ethanol	New FTE for Longhorn Dam Project take over AE and Industrial Waste.	
Austin Water	1	CHEVY EQUINOX	New						5287810284	Ethanol	New FTE for Longhorn Dam Project take over AE and Industrial Waste.	
Austin Water	1	CHEVY EQUINOX	New						5287810285	Ethanol	New FTE for Longhorn Dam Project take over AE and Industrial Waste.	
Austin Water	1	FORD F150 SUPERCAB 2WD 145" (X1C), 6.5' BOX	New						5287810278	Ethanol	New FTE for Longhorn Dam Project take over AE and replace several loaners.	
Austin Water	1	FORD F150 SUPERCAB 2WD 145" (X1C), 6.5' BOX	New						5287810280	Ethanol	New FTE for Longhorn Dam Project take over AE and replace several loaners.	
Austin Water	1	FORD F150 SUPERCAB 2WD 145" (X1C), 6.5' BOX	New						5287810277	Ethanol	New FTE for Longhorn Dam Project take over AE and replace several loaners.	
Austin Water	1	FORD F150 SUPERCAB 2WD 145" (X1C), 6.5' BOX	New						5287810279	Ethanol	New FTE for Longhorn Dam Project take over AE and replace several loaners.	
Austin Water	1	FORD F150 SUPERCAB 2WD 145" (X1C), 6.5' BOX	New						5287810276	Ethanol	New FTE for Longhorn Dam Project take over AE and replace several loaners.	
Austin Water	1	FORD F150 SUPERCAB 2WD 145" (X1C), 6.5' BOX	New						5287810275	Ethanol	New FTE for Longhorn Dam Project take over AE and replace several loaners.	

Dept Name	Count	New Unit Description	Purchase Type	Replaced Unit	Make	Model	Year	Mileage	Unit	Fuel Type	Justification	Comments on Replacement
Austin Water	1	FORD F150 SUPERCAB 2WD E85	New						5287809992	Ethanol	Four new FTE for Pipeline.	
Austin Water	1	FORD F150 SUPERCAB 2WD E85	New						5287809993	Ethanol	Four new FTE for Pipeline.	
Austin Water	1	FORD F150 SUPERCAB 2WD E85	New						5287809994	Ethanol	Four new FTE for Pipeline.	
Austin Water	1	FORD F150 SUPERCAB 4WD E85	New						5287809995	Ethanol	Four new FTE for Pipeline.	
Austin Water	1	FORD F150 SUPERCAB E85	New						5287809996	Ethanol	One new FTE for (BCP) Wildland Division.	
Austin Water	1	CRANE	New							Bio-Diesel		
Austin Water	1	RAM 5500 CREW CAB KNAP 6108DL-38J SRV BODY W6K	New							Bio-Diesel	Based on the business needs of the Lift Station group 3 new FTE's for FY 17.	
Austin Water	1	CRANE	New						5287810033	Bio-Diesel		
Austin Water	1	RAM 5500 CREW CAB KNAP 6108DL-38J SRV BODY W6K	New						5287810034	Bio-Diesel	Based on the business needs of the Lift Station group 3 new FTE's for FY 17.	
Austin Water	1	CRANE	New						5287810032	Bio-Diesel	Based on the business needs of the Lift Station group 3 new FTE's for FY 17.Check budgeted amount in 1082.	
Austin Water	1	CRANE	New						5287810000	Unleaded/E10	End of the lifecycle.	
Aviation	1	FORD E450 CUES HI CUBE SUMMIT CCTV VAN	New						5287810100	Bio-Diesel		
		1 25 HP DIESEL 72" 74274	New								Equipment has reached end of 7 years life cycle . Equipment is used to mow and maintain the airfield. We will be turning in old units which do not have City of Austin numbers they were purchased by the Department and not fleet.	
Aviation	1	25 HP DIESEL 72" 74274	New						5287810099	Bio-Diesel	Equipment has reached end of 7 years life cycle . Equipment is used to mow and maintain the airfield. We will be turning in old units which do not have City of Austin numbers they were purchased by the Department and not fleet.	
Aviation	1	25 HP DIESEL 72" 74274	New						5287810097	Bio-Diesel	Equipment has reached end of 7 years life cycle . Equipment is used to mow and maintain the airfield. We will be turning in old units which do not have City of Austin numbers they were purchased by the Department and not fleet.	
Aviation	1	25 HP DIESEL 72" 74274	New								Equipment has reached end of 7 years life cycle . Equipment is used to mow and maintain the airfield. We will be turning in old units which do not have City of Austin numbers they were purchased by the Department and not fleet.	
Aviation	1	GEM ELXD L17G2DGALA ELECTRIC CART	New						5287810098	Bio-Diesel	Replacement of Military Carts (reached end of life) which do not have City of Austin numbers.	
Aviation	1	GEM ELXD L17G2DGALA ELECTRIC CART	New						5287810109	Electric	Replacement of Military Carts (reached end of life) which do not have City of Austin numbers.	
Aviation	1	GEM ELXD L17G2DGALA ELECTRIC CART	New						5287810108	Electric	Replacement of Military Carts (reached end of life). Equipment is used to move facility Service supplies in the Terminal. We will turn in the old unit which does not have a City of Austin numbers.	
Aviation	1	GEM ELXD L17G2DGALA ELECTRIC CART	New						5287810107	Electric	Replacement for a Military Cart (reached end of life). Equipment is used to move facility Service supplies in the Terminal. We will turn in the old unit which does not have a City of Austin numbers.	
Aviation	1	GENIE GS-20 AERIAL MAN LIFT	New						5287810105	Electric	New purchase to assist with maintenance activities in confined/closed in areas throughout the terminal (offices, check points, etc).	
Aviation			New								Equipment has reached end of 10 years life cycle .We will turn in old units which do not have City of Austin numbers. They were purchased by the Department and not Fleet.	
Aviation	1	GRACO SPS 250 DC LINELAZER 3 GUN	New						5287810104	Unleaded/E10	Equipment has reached end of 10 years life cycle .We will turn in old units which do not have City of Austin numbers. They were purchased by the Department and not Fleet.	
Aviation			New								Equipment has reached end of 10 years life cycle .We will turn in old units which do not have City of Austin numbers. They were purchased by the Department and not Fleet.	
Aviation	1	GRACO SPS 250 DC LINELAZER 3 GUN	New						5287810103	Unleaded/E10	Equipment has reached end of 10 years life cycle .We will turn in old units which do not have City of Austin numbers. They were purchased by the Department and not Fleet.	
Aviation											Equipment is used to maintain airfield perimeter and public roadways on the ARIA Campus. Replacement unit is a Military Roller which does not have a city of Austin numbers it was left here by the military.	
Aviation	1	HAMM 12VV DD ROLLER	New						5287810095	Bio-Diesel	Equipment is used to maintain aging irrigation system on the ABIA Campus.	
Aviation	1	JD 17G EXCAVATOR W/ MULCHER AND HAMMER	New						5287810096	Bio-Diesel	Equipment has reached end of 7 years life cycle .We will turn in an old unit which does not have a City of Austin number it was purchased by the Department and not fleet.	
Aviation			New								Equipment is used to maintain unimproved areas around the ABIA Campus. These vehicles will supplement the fleet with the commencement of new service dedicated to the transfer of airline passengers and employees between the Barbara Jordan Terminal and the new south terminal.	
Aviation	1	JOHN DEERE XUV 825I	New						5287810106	Bio-Diesel	Equipment is used to maintain unimproved areas around the ABIA Campus. These vehicles will supplement the fleet with the commencement of new service dedicated to the transfer of airline passengers and employees between the Barbara Jordan Terminal and the new south terminal.	
Aviation	1	MULCHER ATTACHMENT	New						5287810101	n/a	Equipment is used to maintain unimproved areas around the ABIA Campus. These vehicles will supplement the fleet with the commencement of new service dedicated to the transfer of airline passengers and employees between the Barbara Jordan Terminal and the new south terminal.	
Aviation			New							Propane	Equipment is used to maintain unimproved areas around the ABIA Campus. These vehicles will supplement the fleet with the commencement of new service dedicated to the transfer of airline passengers and employees between the Barbara Jordan Terminal and the new south terminal.	
Aviation	1	CHEVY ARBOC 22 PASSGR BUS 14200GVVWR LPG	New						5287810114	Dedicated	Equipment is used to maintain unimproved areas around the ABIA Campus. These vehicles will supplement the fleet with the commencement of new service dedicated to the transfer of airline passengers and employees between the Barbara Jordan Terminal and the new south terminal.	
Aviation			New							Propane	Equipment is used to maintain unimproved areas around the ABIA Campus. These vehicles will supplement the fleet with the commencement of new service dedicated to the transfer of airline passengers and employees between the Barbara Jordan Terminal and the new south terminal.	
Aviation	1	CHEVY ARBOC 22 PASSGR BUS 14200GVVWR LPG	New						5287810111	Dedicated	Equipment is used to maintain unimproved areas around the ABIA Campus. These vehicles will supplement the fleet with the commencement of new service dedicated to the transfer of airline passengers and employees between the Barbara Jordan Terminal and the new south terminal.	
Aviation			New							Propane	Equipment is used to maintain unimproved areas around the ABIA Campus. These vehicles will supplement the fleet with the commencement of new service dedicated to the transfer of airline passengers and employees between the Barbara Jordan Terminal and the new south terminal.	
Aviation	1	CHEVY ARBOC 22 PASSGR BUS 14200GVVWR LPG	New						5287810112	Dedicated	Equipment is used to maintain unimproved areas around the ABIA Campus. These vehicles will supplement the fleet with the commencement of new service dedicated to the transfer of airline passengers and employees between the Barbara Jordan Terminal and the new south terminal.	
Aviation			New							Ethanol	Vehicle will be used for emergency response including escorting off site emergency vehicles, to conduct security/safety patrols of property.	
Aviation	1	CHEVY EQUINOX	New						5287810118	Ethanol	Additional employees and organizational changes to support the growth of the airport at 15 million plus passengers.	
Aviation			New							Ethanol		
Aviation	1	CHEVY EQUINOX	New						5287810119	Ethanol	airport at 15 million plus passengers.	
Aviation			New							Ethanol	New vehicle is needed. Currently 4 staff persons are using their own vehicles for company business daily to and from downtown to the terminal and project trailers.	
Aviation	1	CHEVY EQUINOX	New						5287810116	Ethanol	New vehicle is needed. Currently 4 staff persons are using their own vehicles for company business daily to and from downtown to the terminal and project trailers.	

Dept Name	Count	New Unit Description	Purchase Type	Replaced Unit	Make	Model	Year	Mileage	Unit	Fuel Type	Justification	Comments on Replacement
Aviation	1	CHEVY EQUINOX	New						5287810117	Ethanol	Additional employees and organizational changes to support the growth of the airport at 15 million plus passengers.	
Aviation	1	CHEVY EQUINOX	New						5287810121	Ethanol	Additional employees and organizational changes to support the growth of the airport at 15 million plus passengers.	
Aviation	1	CHEVY EQUINOX	New						5287810120	Ethanol	Additional employees and organizational changes to support the growth of the airport at 15 million plus passengers.	
Aviation	1	FORD EXPLORER	New						5287810123	Ethanol	The number of vehicles assigned to Air Ops is not adequate to meet the current and future workload.	
Aviation	1	FORD F150 SUPERCREW 4WD	New						5287810126	Ethanol	The number of vehicles assigned to Air Ops is not adequate to meet the current and future workload.	
Aviation	1	FORD F150 SUPERCREW 4WD	New						5287810125	Ethanol	End of the lifecycle.	
Aviation	1	DODGE 4500 SVCTRK 2WD CREW CAB	New						5287810122	Bio-Diesel	This unit will primarily be used to deliver materials to and from the airport terminal.	
Building Services	1	FORD F150 REG 2WD SBED PU 7000GVWR E85	New						5287810218	Ethanol	Replace long time rentals.	
Development Services	1	CHEV EQUINOX	New						5287810148	Ethanol	New FTE Commercial Inspector.	
Development Services	1	CHEV EQUINOX	New						5287810149	Ethanol	New FTE Commercial Inspector.	
Development Services	1	CHEV EQUINOX	New						5287810147	Ethanol	New FTE Residential Inspector.	
Development Services	1	FORD F150 2WD SUPER CAB	New						5287810197	Ethanol	Vehicle for five new Environmental Inspection Specialists.	
Development Services	1	FORD F150 2WD SUPER CAB	New						5287810200	Ethanol	Vehicle for five new Environmental Inspection Specialists.	
Development Services	1	FORD F150 2WD SUPER CAB	New						5287810201	Ethanol	Vehicle for five new Environmental Inspection Specialists.	
Development Services	1	FORD F150 2WD SUPER CAB	New						5287810151	Ethanol	Replace existing long term rental vehicles used for inspectors.	
Development Services	1	FORD F150 2WD SUPER CAB	New						5287810199	Ethanol	Vehicle for five new Environmental Inspection Specialists.	
Development Services	1	FORD F150 2WD SUPER CAB	New						5287810150	Ethanol	Replace existing long term rental vehicles used for inspectors.	
Development Services	1	FORD F150 2WD SUPER CAB	New						5287810198	Ethanol	Vehicle for five new Environmental Inspection Specialists.	
Development Services	1	FORD F150 2WD SUPER CAB	New						5287810153	Ethanol	Replace existing long term rental vehicles used for inspectors.	
Development Services	1	FORD F150 2WD SUPER CAB	New						5287810154	Ethanol	Replace existing long term rental vehicles used for inspectors.	
Development Services	1	FORD F150 2WD SUPER CAB	New						5287810155	Ethanol	Replace existing long term rental vehicles used for inspectors.	
Development Services	1	FORD F150 2WD SUPER CAB	New						5287810156	Ethanol	Replace existing long term rental vehicles used for inspectors.	
Development Services	1	FORD F150 2WD SUPER CAB	New						5287810157	Ethanol	Replace existing long term rental vehicles used for inspectors.	
Development Services	1	FORD F150 2WD SUPER CAB	New						5287810152	Ethanol	Replace existing long term rental vehicles used for inspectors.	
Development Services	1	FORD F150 4WD SUPERCREW	New						5287810159	Ethanol	Vehicle for Urban Forestry to replace long term rental 09B376. Used for urgent and non-bussiness hour response.	
PARD	1	JOHN DEERE TE 4X2 ELECTRIC GATOR	New						5287810204	Electric	To be utilized to assist in the operation of programs at Gus Garcia Recreation Center	
PARD	1	CHEVY EQUINOX	New						5287810169	Ethanol	Unit to be used by the Office of Special events to coordinate over 100 special events, concerts and festivals citywide.	
PARD	1	COLLINS SL400 14 PASS	New						5287810168	Ethanol	Funds for purchase were donated by Austin Park Foundation to transport children to and from school and the field trips for Gus Garcia recreation Program	
PARD	1	FORD TRANSIT 350 WAGON	New						5287810175	Ethanol	Replace rentals	
PARD	1	FORD TRANSIT 350 WAGON	New						5287810174	Ethanol	Asian American Recourse Center (AARC) Senior Meal Program Transportation Services. AARC identified senior transportation services as a significant need for the community.	
Public Works Street & Bridge	1	CHEVROLET EQUINOX E85	New						5287810130	Ethanol	The more fuel efficient, low wheel based mid-size sport utility vehicle is more practical for civil construction projects located in congested urban environments and can accommodate multiple passengers for carpooling purposes.	
Public Works Street & Bridge	1	CHEVROLET EQUINOX E85	New						5287810131	Ethanol	The more fuel efficient, low wheel based mid-size sport utility vehicle is more practical for civil construction projects located in congested urban environments and can accommodate multiple passengers for carpooling purposes.	
Public Works Street & Bridge	1	18+5' PINTLE TRAILER	New						5287810094	n/a	The Skidsteer trailer will support the additional 8 FTE's approved in FY17 for the Utility and Excavation and Repair Division.	
Public Works Street & Bridge	1	FREIGHTLINER SCHWARZE A7 STREET SWEEPER	New						5287810072	Bio-Diesel	The additional vacuum sweeper proposed will sweep roads after milling without a crew having to wait for the only vacuum sweeper to be available from paving operations.	
Public Works Street & Bridge	1	IHC 7400 12 YARD DUMP TRUCK	New						5287810054	Bio-Diesel	The Dump Trucks will support the additional 8 FTE's approved in FY17 for the Utility and Excavation and Repair Division.	
Public Works Street & Bridge	1	IHC 7400 12 YRD DUMP TRUCK	New						5287810053	Bio-Diesel	The Dump Trucks will support the additional 8 FTE's approved in FY17 for the Utility and Excavation and Repair Division.	
Public Works Street & Bridge	1	IHC 7600 ZIMMERMAN MIXER TRUCK	New						5287810049	Bio-Diesel	The Volumetric Truck will support the additional 8 FTE's approved in FY17 for the Utility and Excavation and Repair Division.	

Dept Name	Count	New Unit Description	Purchase Type	Replaced Unit	Make	Model	Year	Mileage	Unit	Fuel Type	Justification	Comments on Replacement
Public Works Street & Bridge	1	JD 50G EXCAVATOR W/THUMB AND HAMMER	New						5287810045	Bio-Diesel	The Skidsteer equipment will support the additional 8 FTE's approved in FY17 for the Utility and Excavation and Repair Division.	
Public Works Street & Bridge	1	S770 T4 BOBCAT SKID STEER	New						5287810044	Bio-Diesel	The Skidsteer equipment will be used to improve the process of removing asphalt around manholes, valves and other utility infrastructure in the rights-of-way.	
Public Works Street & Bridge	1	CHEVROLET EQUINOX E85	New						5287810129	Ethanol	Serves as a second survey vehicle when utilizing two single-person crews.	
Telecommunications & Regulatory Affairs	1	FORD TRANSIT CONNECT CARGO VAN W/WNDWS	New						5287810202	Ethanol	Replace long term rental	
Watershed	1	12 YARD DUMP TRUCK	New						5287810055	Bio-Diesel	These units will be utilized by WPD's new FTE employees. These units will assist the pond maintenance crews with meeting their yearly goals of maintaining the approximately 900 storm water management locations.	
Watershed	1	12 YARD DUMP TRUCK	New						5287810057	Bio-Diesel	These units will be utilized by WPD's new FTE employees. These units will assist the pond maintenance crews with meeting their yearly goals of maintaining the approximately 900 storm water management locations.	
Watershed	1	12 YARD DUMP TRUCK	New						5287810056	Bio-Diesel	These units will be utilized by WPD's new FTE employees. These units will assist the pond maintenance crews with meeting their yearly goals of maintaining the approximately 900 storm water management locations.	
Watershed	1	12 YARD DUMP TRUCK WITH ROCK BEDS.	New						5287810058	Bio-Diesel	These units will be utilized by WPD's new FTE employees. These units will assist the erosion crews with meeting their yearly goals of stabilizing 1000 linear feet of channel/creek banks.	
Watershed	1	12 YARD DUMP TRUCK WITH ROCK BEDS.	New						5287810059	Bio-Diesel	These units will be utilized by WPD's new FTE employees. These units will assist the erosion crews with meeting their yearly goals of stabilizing 1000 linear feet of channel/creek banks.	
Watershed	1	2000 GALLON WATER TRUCK W100' REEL HOSE	New						5287810090	Bio-Diesel	Needed to establis vegetatona and address clogged gabions. The truck will also be used with dirt work conducted by our pond crews. When crews are reconstructing berms there is a need to wet the clay and work it into the site in lifts.	
Watershed	1	68" ANGLE BROOM ATTACHMENT FOR SKID STEE	New						5287810188	n/a	This attachment will be used by Waller Creek Tunnel operations and maintenance staff to clear algae growth on the inlet pond ramp.	
Watershed	1	EXCAVATOR JD85	New						5287810046	Bio-Diesel	This unit will support new maintenance work crew. This unit will assist work crew to meeting their yearly goals of 6 miles of clearing creeks and channel and stabilizing streambanks.	
Watershed	1	CHEVY EQUINOX	New						5287810179	Ethanol	For new comm. insp.	
Watershed	1	FORD F150 SUPERCAB 2WD	New						5287810181	Ethanol	This unit will be assigned to the WPD pool for use by the newly formalized design teams; currently experiencing problems finding vehicles necessary for increased level of for field visits.	
Watershed	1	FORD F150 SUPERCAB 2WD	New						5287810184	Ethanol	New Supervisors FTE.	
Watershed	1	FORD F150 SUPERCAB 2WD	New						5287810182	Ethanol	New Supervisors FTE.	
Watershed	1	FORD F150 SUPERCAB 2WD	New						5287810183	Ethanol	New Supervisors FTE.	
Watershed	1	DODGE 4500 SVCTRK CREW CAB	New						5287810177	Bio-Diesel	These units will be utilized by the new Pipeline rehabilitation crew.	
	1	BOBCAT 3400XL UTV								Bio-Diesel		
	1	RAM 5500 CREW CAB KNAF 6108DL-38J SRV BODY W6K								Bio-Diesel		
	1	CRANE								Bio-Diesel		
	1	FORD F150 SUPERCAB 2WD E85								Ethanol		



### Council Question and Answer

Related To

Item #26

Meeting Date

April 20, 2017

### Additional Answer Information

**QUESTION:** 1) What are the specific criteria for selecting program neighborhoods? 2) Is the selection of program neighborhoods a decision within ATD, CMTA, or a joint decision? 3) Is there any intention to target or give weight to neighborhoods within the CMTA's innovation zones? COUNCIL MEMBER KITCHEN'S OFFICE

**ANSWER:**

1) In order to be successful, the Smart Trips Austin neighborhoods should have strong mobility options, including carpooling, bicycling, walking and transit, as well as desirable destinations that are accessible by foot. We will utilize the framework developed from Smart Trips – Central Austin (see attached report pages 5 and 6) for selecting program neighborhoods. These criteria included: walk score, bike score, transit quality, shared mobility access, and congestion management potential. Key criteria we will also incorporate going forward include:

- a. Leveraging other multimodal encouragement campaigns and/or initiatives as defined by the Capital Metro Transit Authority and the Austin Transportation Department. This could include consideration of areas of the City being considered for Capital Metro's Transit Adventures or areas targeted by ATD's Vision Zero Program and the recent "Big Jump" bicycling initiative
- b. Following key infrastructure improvements, including sidewalks, pedestrian crossings, bike infrastructure installation per adopted City of Austin master plans, as well as implementation of Capital Metro's Connections 2025 plan.
- c. Funding opportunities: the Smart Trips program will continue as long as ATD and Capital Metro both have funding to support it. Partnerships with supporting organizations (e.g. public health, neighborhood associations, etc.) are welcome and could influence target area choice. For example, a funding partnership with a public health non-profit organization might require us to focus in high health need areas of the City that best meet other key criteria.

2) The selection of program neighborhoods is a collaborative effort between ATD and Capital Metro.

3) Yes, as noted in the answer above (1.b.), a key criteria will be implementation of Connections 2025, including the innovation zones.



# **SMART TRIPS: CENTRAL AUSTIN EVALUATION REPORT 2016**



**Austin Transportation Department**

smarttrips@austintexas.gov

512-974-7853



# Smart Trips: Central Austin Evaluation Report

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Acknowledgements

*The Smart Trips: Central Austin program was a partnership between the City of Austin and Capital Metropolitan Transportation Authority. We would like to acknowledge the following members of the program team:*

CITY OF AUSTIN TRANSPORTATION DEPARTMENT

- Laura Dierenfield, Active Transportation Program Manager
- Becky Moriarty, Smart Trips Program Manager
- Blythe Carter, Smart Trips Program Coordinator
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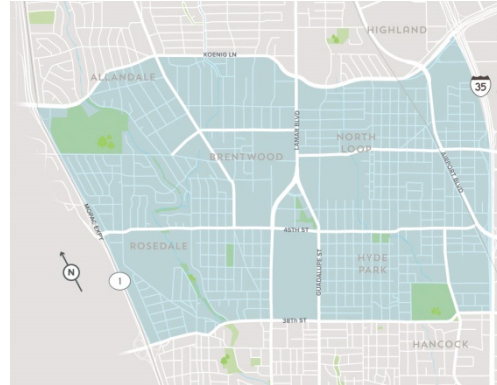
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- Mike Sellinger, GIS Specialist
- Jillian Portelance, Print Management
- David Pollard, Web Developer

*We would like to thank the following program partners:*

- Bike Austin
- Born Again Bodies
- Ghisallo Cycling Initiative

## Executive Summary

The Austin Transportation Department (ATD) partnered with Capital Metropolitan Transportation Authority (Cap Metro) to implement a Smart Trips travel demand management program aimed at managing congestion by shifting drive alone trips to carpooling, transit, walking and bicycling. The program was offered to 12,600 households in Central Austin, located between IH-35 to the east, MoPac to the west, Koenig to the north and 38th street to the south, covering City Council Districts 4, 7, 9 and 10, as shown on the map at right. This area was prioritized based on its excellent transit access, bicycle connectivity, shared mobility services and desirable walking destinations.



This report provides a comprehensive review of the *Smart Trips: Central Austin* program, including:

- Background and goals of the program;
- The neighborhood selection criteria;
- A review of program components;
- An evaluation of the marketing and outreach efforts;
- An report on events offered during the program;
- Analysis of a pre and post participant survey;
- A summary of participant feedback;
- Lessons learned; and
- Recommendations for future programs.

Key findings of this report include:

- Drive-alone mode share decreased 3.3 percentage points, with a corresponding increase of 5.9% in transit mode share, 2.6% in walking mode share, and 1.2% in “other” mode share. Bicycling and carpool mode share decreased by 1.0% and 5.4%, respectively. These findings support the conclusion that the program succeeded in its goals of decreasing drive-alone trips and generally increasing active transportation.
- More than one in four post-program survey respondents (26%) reported trying a new transportation option during the program. Trying a new mode can be one of the biggest barriers to change; the *Smart Trips Central Austin* program made a meaningful contribution to overcoming that barrier.
- The majority (84%) of post-program survey respondents agreed that the community map was useful and that the customized toolkit they received, filled with Austin transportation information, was helpful. The same percentage of respondents appreciated the personal delivery of the toolkit and interaction with the Options Team.

## Background

### PURPOSE & GOALS

*Smart Trips Austin* used individualized marketing techniques to encourage residents of the Central Austin neighborhoods to try public transit, walking, bicycling, and shared car as transportation. Residents had the opportunity to order customized transportation options toolkits, which were delivered to their door by a knowledgeable Smart Trips “Options Team” representative. The Options Team provided additional support to participants throughout the duration of the program through follow-up phone calls and emails. Special public transit, bicycling, walking, and transportation education events were also held within the boundaries of the priority community to provide a fun environment for residents to learn about and try a new transportation option. Participants completed a pre-program survey upon ordering their custom toolkit and had the option to complete a similar survey after their participation in the program. Trip diaries from the pre-program and post-program surveys were compared to determine the impact of the program on transportation behavior.

The goals of *Smart Trips: Central Austin* were to:

- Decrease single occupancy vehicle trips by 5-10% among participants in the priority community
- Increase trips made by walking, bicycling, riding transit and carpooling by 5-10% in the priority community

### PRIORITY COMMUNITY SELECTION

In order to be successful, the Smart Trips Austin priority community needed to have excellent transit access, bicycle connectivity, shared mobility services, and desirable destinations that are accessible by foot. Several geographic focus areas were evaluated using the following criteria (Figure 2):

- Walkability – The average Walk Score of all neighborhoods to serve as an indicator of both conditions for walking and the number of destinations within walking distance.
- Bikeability – A combination of the average Bike Score of the neighborhoods as well as the degree of “all ages and abilities” route to, from and within the area, rated on a scale of 1-5.
- Transit Quality – A combination of the average Transit Score of the neighborhoods as well as the number of high-frequency transit lines available.
- Shared Mobility – One point given for each major shared mobility service: Car2Go, Zip Car & Bike Share.
- Congestion Relief Potential – The degree of proximity the neighborhood has to significantly congested corridors during peak hour (Figure 1).

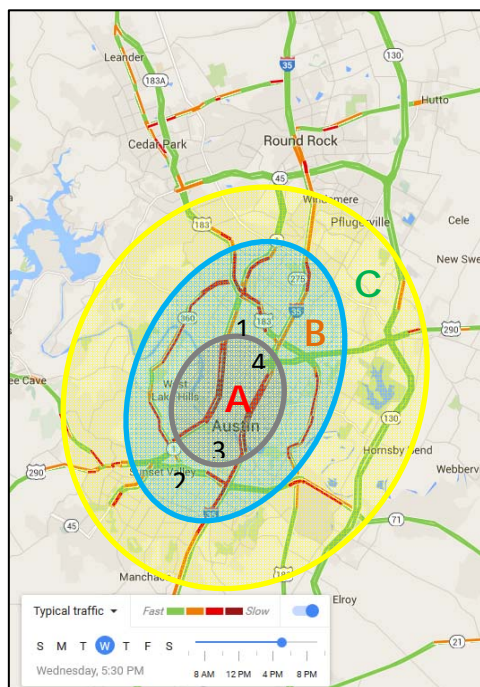
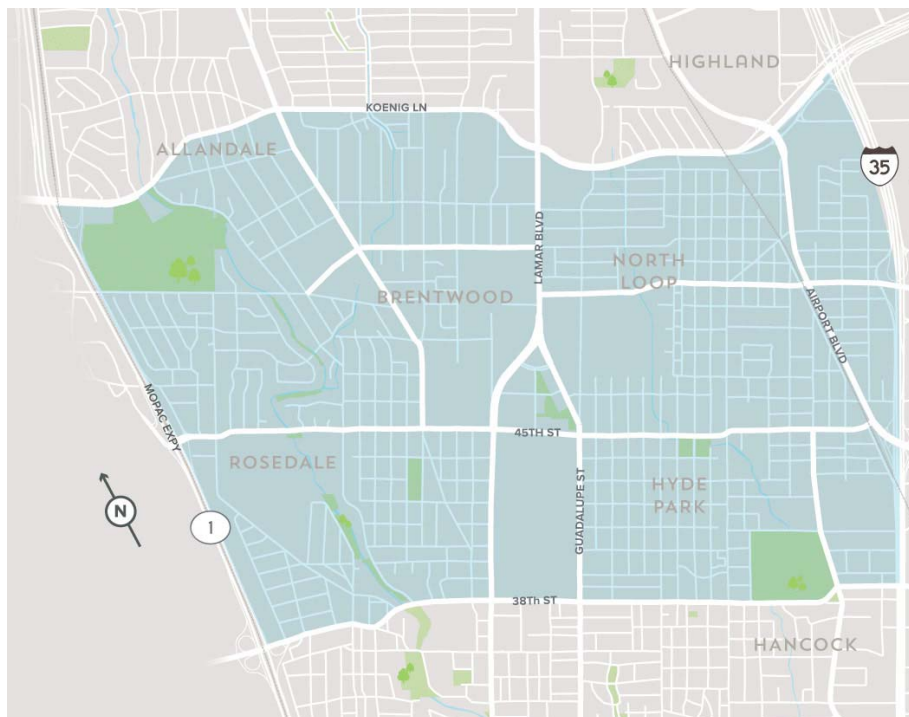


Figure 1 Congestion Relief Potential Map of Austin

A five square mile area south of FM 2222, north of 38th Street, west of IH-35 and east of MoPac (Loop 1) was chosen as the priority community (Figure 3). This area encompasses the Rosedale-Northloop-Ridgetop-Ridgelea-Hyde Park neighborhoods, as well as parts of Allandale, Brentwood and Hancock neighborhoods. The area is well served by transit with two high frequency transit lines, as well as bicycle routes and many walkable destinations.

<b>Criteria</b>	<b>Central Austin Neighborhoods</b>
Walk Score	69
Bike Score / Connectivity	91 / 4
Transit Score / Access	52 / 4
Shared Mobility Services	2
Congestion Relief Potential	A

*Figure 2 Mobility Network Evaluation Metrics for Priority Community*



*Figure 3 Map of Priority Community*

## PRIORITY COMMUNITY OUTREACH

Extensive outreach was conducted to increase awareness of the *Smart Trips: Central Austin* program. Prior to the launch of the program, presentations and Q&A sessions were held at all neighborhood associations located within the priority community. A neighborhood-wide open house was also held at the neighborhood library to announce the program and gather feedback from residents. Smart Trips team members contacted businesses within the priority community to gauge interest in championing the program's mission and potentially hosting events. A social media presence on Facebook & Twitter was developed by sharing transportation industry news and updates on the Smart Trips North Austin





### Branded Incentives in All Toolkits:

- Set of red and white flashing lights,
- Reflective slap bracelet
- Set of wrist sweatbands
- Fandana™ to use as a bandana, headband, beanie, or scrunchie

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*"I live in a shared house with 5 other people (unrelated, separate finances). You delivered some of these items for one roommate today and everyone went nuts over how great the swag was! . . . I'm excited about the bike map resources and especially the bike lights. I'm also new to the area and would love the bus commuting map as well. Thank you so much for dropping that off, that was the sweetest thing. It is great to have the bike lights because I just lost mine so now I will be safe riding at night."*

*– Julia, Smart Trips Participant*

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### THE OPTIONS TEAM

Capital Metro hired Options Team members Denise Davis, Sam Mihelic, Julia Murray and Ben Watson to assist with program implementation. The Options Team was responsible for delivering toolkits, interacting with residents in person and by phone, and assisting with special events. The team received training in best practices bicycle and pedestrian safety standards, navigation of the local public transit system, motivational interview techniques to facilitate sustainable behavior change, and the digital delivery tracking system.

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*"The best part is biking around and delivering the information to help people help themselves."*

*- Sam, Option Team Member*

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### TOOLKIT DELIVERY

Options Team members were outfitted in Smart Trips branded polos or t-shirts while they hand-delivered the custom transportation toolkits. The Options Team delivered toolkits by bicycle, carpool, bus or on foot to increase the visibility of the transportation options the program was encouraging. Options Team member Sam Mihelic reported that customers were happy to see their toolkits hand-delivered by a person walking or riding a bike as it made the program feel more authentic.

In-person deliveries facilitated one-on-one participant interactions, when the resident was home at the time of delivery. A motivational interview was attempted in order to determine the participant's transportation goals and help them overcome any obstacles that may prevent them from trying a new

transportation option. Toolkit deliveries were usually conducted mid-day to increase the Options Team members' visibility and personal safety. Deliveries were exclusively made on weekdays. About five to ten percent of Smart Trips customers were home at the time of delivery.

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*"I have received my packet and am quite pleased. Your delivery man was just right: good-humored, polite, and was swift. The packet gets me going as did the delivery guy who gave me a basic run down of the way to approach the system. Thanks for your amazing speed with this."*

*—Bill, Smart Trips Participant*

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## HIGH TECH/HIGH TOUCH COMMUNICATIONS

The Options Team contacted Smart Trips participants both one-week and three-weeks after toolkit delivery. An Options Team member called the participant one week after toolkit delivery to check-in and answer questions regarding the contents of the participant's toolkit or the participant's transportation habits. Participants usually expressed gratitude for the toolkit and anecdotally reported enjoying the materials provided. A smaller proportion of participants requested assistance in achieving their transportation goals. Emails were sent to participants three weeks after toolkit delivery to ask if the participant had any successes attempting a new transportation option and thank them for participating in the program.

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*I talked with one participant who said that he wanted to ride his bike more but was afraid of riding alone. I recommended some of the group social rides that I like to attend, like Lend Your Legs [a local Austin community service group that pairs sighted cyclists with students at the Texas School for the Blind to ride tandem bicycles] so he could ride his own bike with a great group of people at a good pace and distance for beginners.*

*-Denise, Options Team Member*

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## MARKETING & OUTREACH

### Newsletters

Print and electronic newsletters were customized with event calendars and transportation information relevant to the priority community. Two print newsletters were sent over the course of the program to all 12,600 residents. A spike in toolkits followed each release of these print newsletters.

Six electronic newsletters were sent to residents who requested a toolkit, residents who were interested in the program, and special event participants. Subscribers to the list grew from zero recipients at the



program's launch to 592 recipients at the end of the program. E-Newsletter content was primarily linked to event landing pages (Figures 5 and 6)

URL	Total Clicks	Unique Clicks	Appearances in STA E-News
Bike Fix-A-Thon	41	36	2
Order Your Toolkit	40	35	5
June 10 <sup>th</sup> City Cycling Class	24	18	5
Eat Walk Live Walking Group	15	14	5
June 22 <sup>nd</sup> Transit Adventure: Blues on the Green	14	11	3
June 23 <sup>rd</sup> Shakespeare in the Park	14	14	4
June 4 <sup>th</sup> Transit Adventure: Bubblepalooza	14	12	4
Upcoming Events	11	10	3
July 7 <sup>th</sup> City Cycling & Guided Ride	11	8	2
www.smarttripsaustin.org	10	10	6
Car2Go Promotion	9	8	6
Smart Trips Facebook	5	5	6
Smart Trips Twitter	1	1	6

Figure 5 Smart Trips Austin sites with the most cumulative post clicks

URL	Newsletter	Clicks	Percent of E-Newsletter Readers Who Clicked Link
<b>Bike Fix-a-Thon</b>	4	26	18.8%
Order Your Toolkit	6	27	13.6%
<b>Transit Adventure to Blues on the Green</b>	2	13	7.4%
<b>June 10<sup>th</sup> City Cycling</b>	2	13	7.4%
SmartTripsAustin.Org	1	6	7.4%
<b>Bike Fix-a-Thon - Reminder</b>	6	14	7.1%
City Cycling Guided Ride	5	9	6.5%
<b>June 10<sup>th</sup> City Cycling Reminder</b>	3	11	5.9%
Upcoming Events	2	8	5.5%
<b>Transit Adventure to Blues on the Green - Reminder</b>	4	7	5.2%
Transit Adventure to Wall-E	1	4	4.9%

Figure 6 Newsletter links with the greatest engagement

## Social Media

*Smart Trips: Central Austin* staff curated custom social media pages on Facebook and Twitter. The Facebook page was created in February 2016, concurrent with the *Smart Trips: North Austin Pilot*

Program, and garnered 123 Likes by the launch of the *Smart Trips: Central Austin* program. By the end of *Smart Trips: Central Austin*, the *Smart Trips Austin* Facebook page grew to 263 Likes, netting 140 more fans over the course of the program (Figure 7).

Content was posted to the Facebook page frequently, at a rate of about one to two posts per day. The Capital Metro faction of the Smart Trips Team was responsible for posting to the Twitter feed about three to four times per week. The content of posts on both pages was generally special event announcements, relevant transportation industry news, or useful online tools for transportation options route planning. Boosting posts significantly increased the reach of Facebook content. The Facebook posts that reached the most users were “boosted” with payments of \$20-\$45 (Figure 9). Facebook posts reached over 80,000 impressions (Figure 8).

Smart Trips also posted to NextDoor via the City of Austin NextDoor account. The purpose of NextDoor posts was primarily to encourage residents to RSVP for special events and order toolkits. NextDoor was a successful method of reaching a large neighborhood population and recruiting residents to RSVP for events.

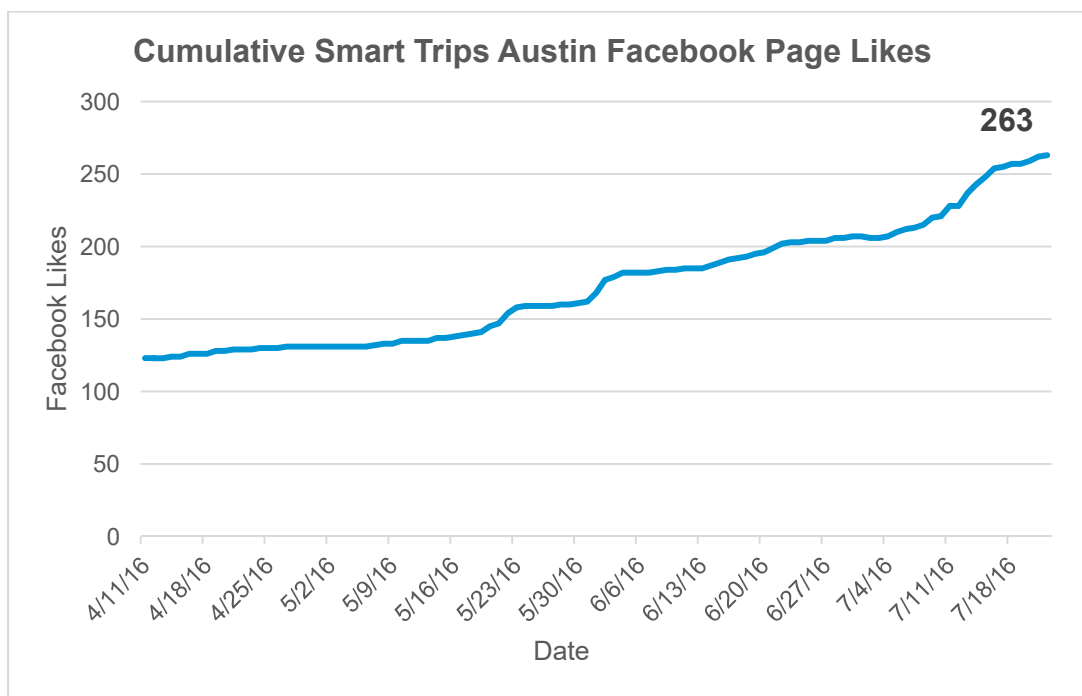


Figure 7 Facebook Likes on Smart Trips Austin page over program duration

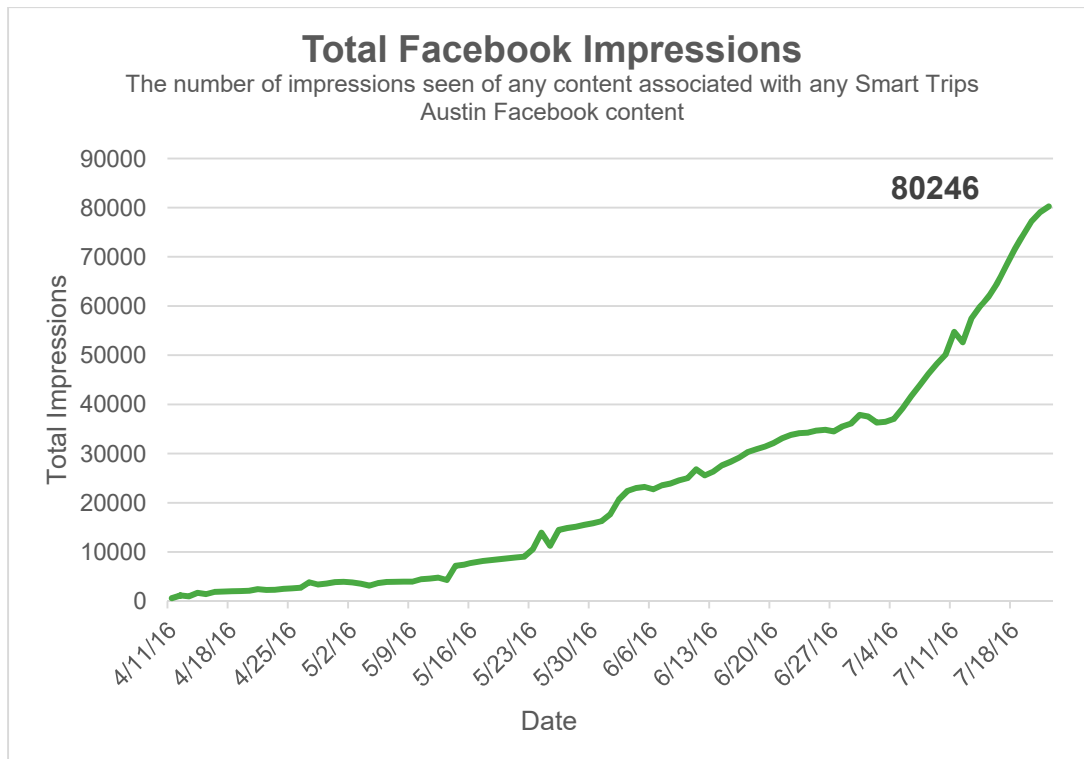


Figure 8 Impressions of Smart Trips Austin Facebook page program duration

Smart Trips Order Form link shared on 7/18/16 via Facebook, boosted at \$44.50, resulted in reach as described in Table 2.

Table 1 Benefits of Facebook Boosting: Metrics and Reach of 7.18.16 "Do you live in the Hyde Park, Rosedale, North Loop, Triangle..." Post

Metric	Definition	Reach
Total Lifetime Post Reach	Total Number of unique users post was served to	5,497
Organic Lifetime Post Reach	Number of unique users who saw post in news feed or ticker, or on your Page's timeline	1,429
Paid Lifetime Post Reach	Number of unique users your advertised Page post was served to	4,068
Most comments	Number of unique users who created a story about your page post by interacting with it	3
Third Most Shares	Users or pages who shared post on timeline	8
Most link clicks	Users who clicked link contained in post	105
Most "other" clicks	Users who clicked content on post other than link	39

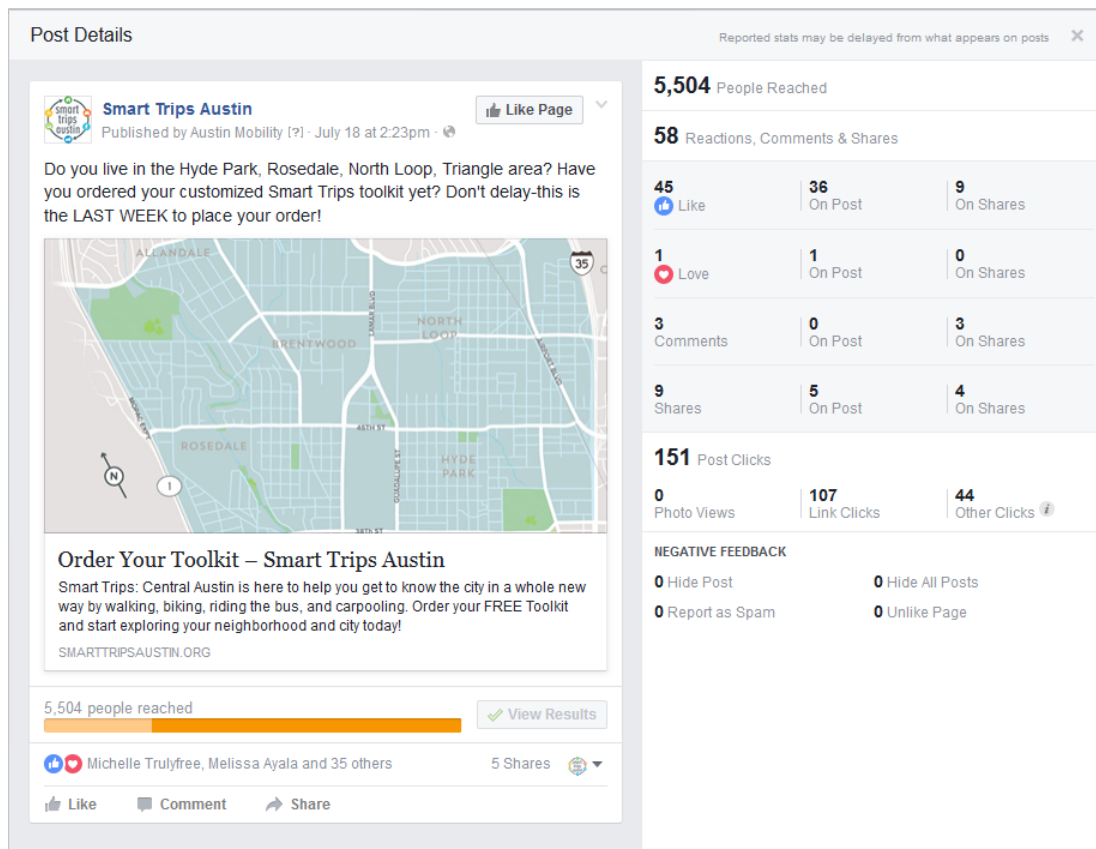


Figure 9 "Order Your Toolkit" Facebook Post. This post was successful with monetary "boosting".

## Website

[www.smarttripsaustin.org](http://www.smarttripsaustin.org) was created as a platform to collect online orders, to share transportation resources with the public, and to advertise the program. Blog posts were used as landing pages for special events; the posts both outlined the event details and were a platform for collecting event RSVPs. Some materials, such as the neighborhood strolls maps and community map, were available in PDF format on the transportation resources pages of the website. The website was viewed over 4,700 times and reached over 3,800 users (Figure 10).

SmartTripsAustin.org	Total Sessions	4,788
	Total Users	3,852
	Total Page views	7,947
	Percent New Users	80.5%
Orders.SmartTripsAustin.org	Total Sessions	611
	Total Users	464
	Total Page views	1,157
	Percent New Users	75.9%

Figure 10 Reach of SmartTripsAustin.org and Online Order Form, Data Source - Google Analytics

## EVENTS

Smart Trips Austin partnered with local active living and transportation organizations to host 50 total individual programs. Events were held either entirely in the priority community or started and ended in the priority community, allowing residents to experience the walking, biking and transit routes in their own neighborhood.

### Bicycle Programming

#### Guided Rides

Fun group rides around the target community led by City of Austin staff and Bike Austin.

- Ladies Social Ride
- Cyclofemme
- Family Fun Ride at Shipe Park Pool Party
- Family Fun Ride to Shakespeare in the Park

**Bike Valet at Ney Day:** Much like a car valet, except it's for bikes. This program offers event attendees a safe, secure, and convenient option for parking their bikes. Hosted by Bike Austin.



Figure 11 Bike Valet at Ney Day



Figure 12 Bike Fix-A-Thon

**City Cycling Class:** The Driver's Ed for cyclists; includes a classroom portion followed by a several mile long guided bike ride. A "league-certified" instructor covers everything from bike selection, simple maintenance, fixing a flat, and strategies for riding a bike safely and confidently. Hosted by Bike Austin.

**Bike Rodeo:** Bicycle "obstacle course" designed to help parents and their kids feel more confident on their bicycle by learning about helmet fittings, rules of the road and bicycle handling skills. Hosted by Bike Austin.

**Bike Fix-a-thon:** Free bicycle repair and maintenance workshop where participants learn basic bike maintenance, repair skills and conduct safety checks. Hosted by Ghisallo Cycling Initiative.

**Bike Start:** Learn to ride clinic for youth ages Pre-K through 10 years old. Hosted by Ghisallo Cycling Initiative.

**Youth Bike Club:** Program that helps develop youth to be self-sufficient cyclists who can use their bicycles for transportation to parks, the pool, a friend's house or school without depending on adults. Participants earn Cycle

Academy merit badges as they demonstrate skills proficiency. Hosted by Ghisallo Cycling Initiative.



Figure 13 Youth Bike Club

## Transit Programming

**Transit Adventures:** Program targeting people interested in learning more about riding the bus by taking a free guided bus trip to a local event. Participants learn how to use the Cap Metro app, purchase tickets, get on the bus, and load a bicycle on the front of the bus. Hosted by Capital Metro.

- West Austin Studio Tour
- West Austin Studio Tour (B-Cycle Adventure)
- Blues on the Green
- Unplugged at the Grove
- Bubblepalooza!
- Sound & Cinema



Figure 14 Transit Adventure to Bubblepalooza



## Walk Programming

### Guided Walks

Guided neighborhood walks intended to show residents how to travel to fun destinations near their homes.

- Weekly Farmers' Market
- West Austin Studio Tour
- Shakespeare in the Park

*Eat, Walk, Live Walking Group:* A weekly group meeting designed to build the strength and confidence of participants who want to travel throughout their neighborhood comfortably and independently. Hosted by Born Again Bodies.

### Tabling

Smart Trips representatives set up informational booths at a farmers' market in the target area, a grocery store in the target area, a Council District Town Hall, and a City Hall mobility fair.

Representatives spoke with Austinites who lived within and outside of the target community about transportation options, encouraged residents of the target community to complete a survey in exchange for a toolkit, and answered questions about transportation services and facilities.

### Attendance

Name	# Events	Attendance	Date(s)
Bike Fix-A-Thon	6	169	7/6/2016 – 7/27/2016
Tabling	4	88	4/27/2016 – 6/1/2016
Transit Adventures	6	86	5/15/2016 – 7/20/2016
Bike Club	4	73	7/11/2016-7/14/2016
Bike Valet	1	30	5/21/2016
Bike Start	2	30	7/12/2016, 7/14/2016
Eat, Walk, Live Walking group	11	12	6/22/2016 – 8/9/2016
City Cycling	2	10	6/10/2016
Guided Ride	7	9	7/19/2016
Guided Walking	5	9	5/4/2016 – 6/23/2016
Bike Rodeo	1	0	6/1/2016, 7/13/2016
Family Fun Ride	1	0	6/18/2016

Figure 15 Attendance at Smart Trips Special Events

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*"The bike riding at Central Market was very helpful to a beginning/cautious bike rider!"*

*-Smart Trips Participant*

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## Program Evaluation

### PARTICIPATION

About 5% of residents in the target area participated in *Smart Trips: Central Austin*, either by ordering a toolkit or through participation in a Smart Trips special event. A total of 649 toolkits were requested, of which 531 orders were made by residents in the target area (about 4.2% of the community). 516 people, both residents of the target community and the general Austin population, participated in a transportation options event or were contacted at a tabling event.

Dates	April 11-July 22
# of Weeks	15
Priority Community Households	12,600
Total Households Requesting Toolkit	649
Households in Target Area Requesting Toolkits	531
Participation Rate	4.21%

Figure 16 Program Participation

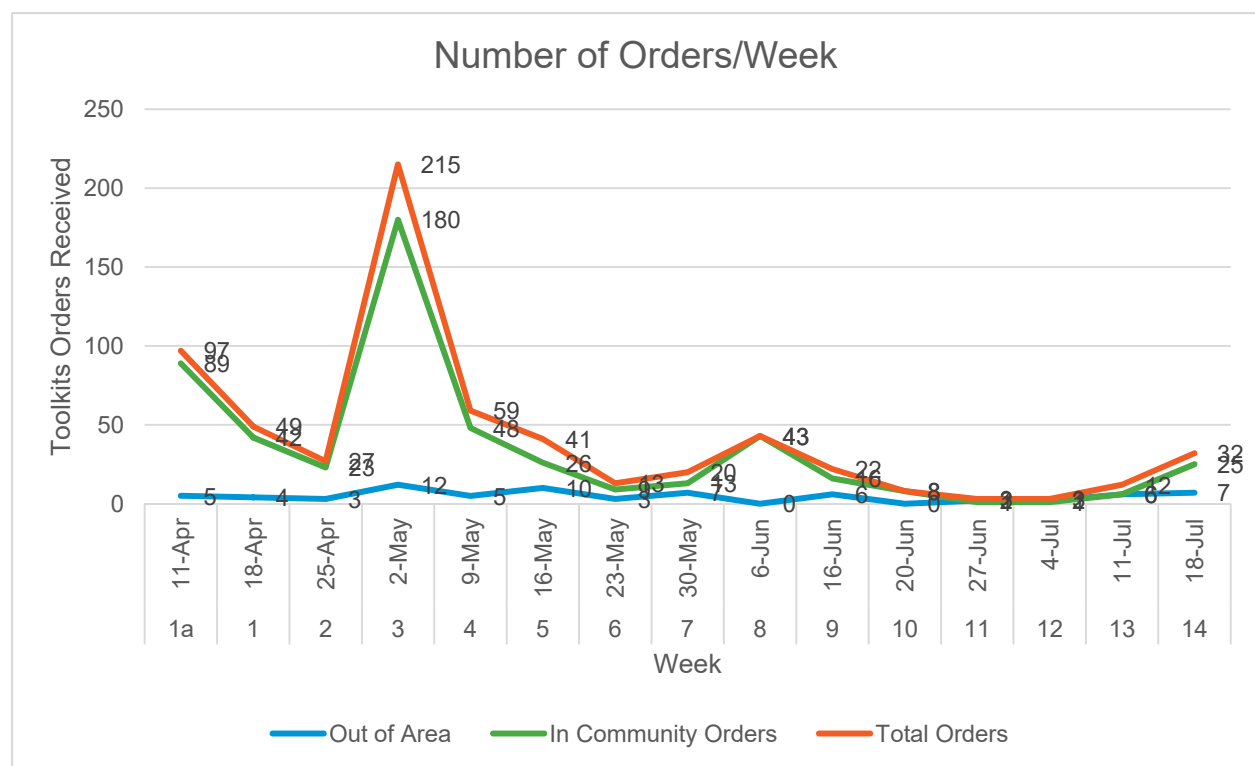


Table 2 Toolkit Orders Received Over Time

### TOOLKIT MATERIALS

The most popular items in the toolkit were the Central Austin Community Map, the City of Austin Bike Map, the Austin B-Cycle Day Pass, and the Capital Metro System Map. The least popular items were the



MetroRideShare brochure, MyTXRide, and the Let's Walk to School Coloring Book. Many participants responded in the post-program survey that they were especially grateful to receive the set of red and white flashing lights in their toolkits.

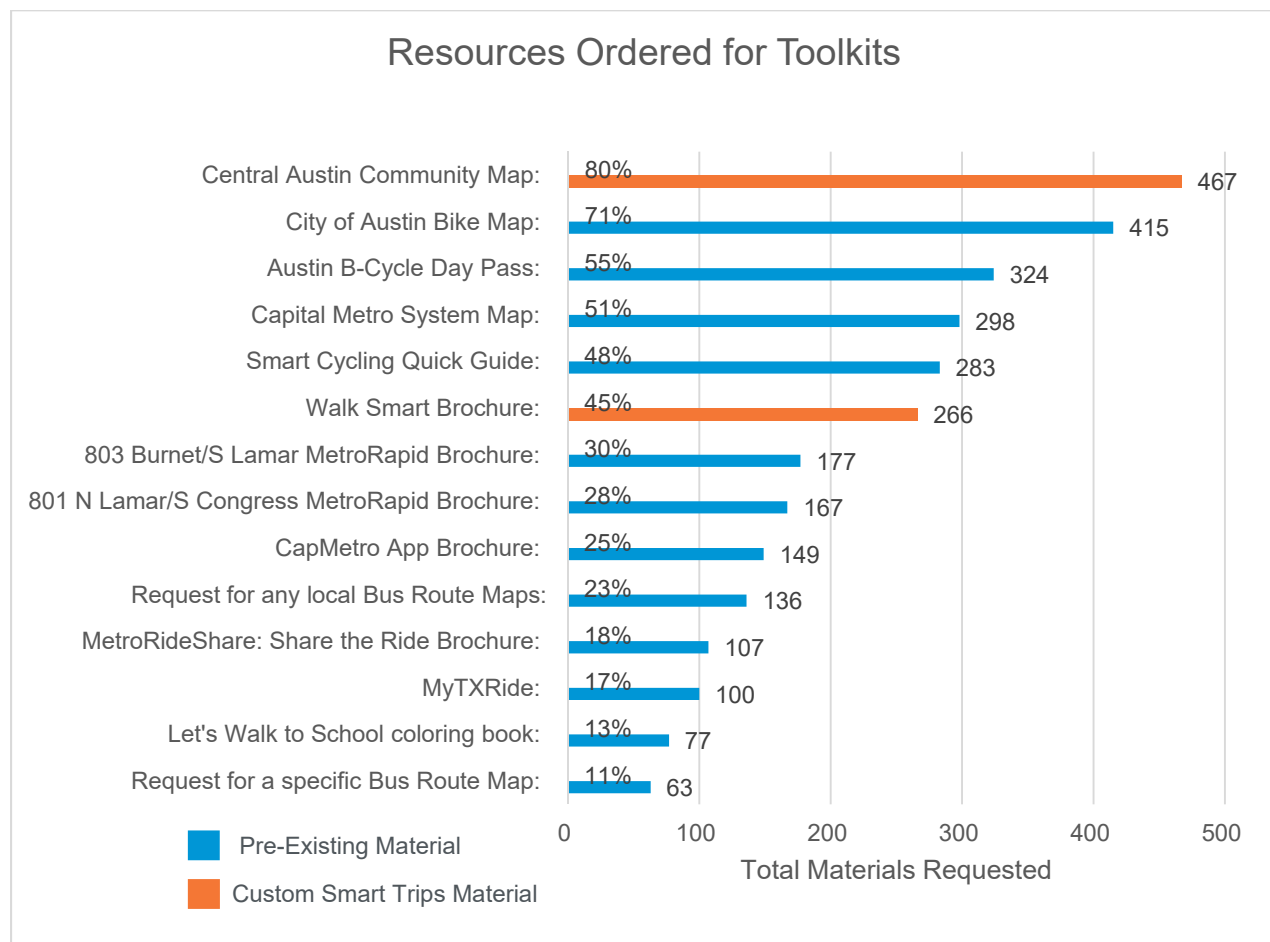


Figure 17 Proportion and number of Smart Trips materials ordered by participants

*"I am a regular transportation user (bus) and avid walker. I love the lights you included for evening walking. And they will be traveling with me to a two-week walk on the Camino De Santiago in Spain in Oct 2016!"*

*-Smart Trips Austin Participant*

## PARTICIPANT SURVEY

### Overview

To measure the impact of the 2016 *Smart Trips: Central Austin* program, the project team administered a pre- and post-program survey to participants. A detailed analysis of the survey responses sheds light on changes in transportation behavior; awareness of and confidence using transportation options; feedback about the program; motivators for participation; and demographics.

### Results Summary

Survey results show that over the course of the program, participants changed their transportation behavior, as demonstrated in the following key findings:

- Drive-alone mode share decreased 3.3 percentage points, with a corresponding increase of 5.9% in transit mode share, 2.6% in walking mode share, and 1.2% in “other” mode share. Bicycling and carpool mode share decreased by 1.0% and 5.4%, respectively. These findings support the conclusion that the program succeeded in its goals of decreasing drive-alone trips and generally increasing active transportation.
- Nearly three out of four post-program survey respondents (73%) reported thinking there is value for Austin residents in continuing programs like *Smart Trips Austin*.
- More than one in four post-program survey respondents (26%) reported trying a new transportation option during the program. Trying a new mode can be one of the biggest barriers to change; the *Smart Trips: Central Austin* program made a meaningful contribution to overcoming that barrier.
- Thirty percent of post-program survey respondents reported that they use transportation options more often because of the program.
- Almost three out of four respondents (73%) reported feeling more aware of transportation options in Austin because of the program.
- The majority (84%) of post-program survey respondents agreed that the community map was useful and that the customized toolkit they received, filled with Austin transportation information, was helpful. The same percentage of respondents appreciated the personal delivery of the toolkit and interaction with the Options Team.

## METHODOLOGY

### Participant-Based Survey Methodology

The project team administered a pre- and post-program survey of participants. The pre-program survey was incorporated into the registration/order form and participants were able to submit the survey and order form on an ongoing basis until July 22, 2016. To expedite the fulfillment and delivery of customized toolkits, the initial mailers were sent in two waves: on April 8, 2016, 7,056 target area households received the combined survey-order form by mail and on April 22, 2016, an additional 5,556 target area households received the survey-order form by mail. After these initial mailings, target area households were sent two mailed newsletters, which invited them to order their toolkit online and take the survey if they had not already done so. Participants were also emailed newsletters encouraging them to refer their friends and neighbors to sign up. Online and paper order form submittals always

increased following these electronic newsletters. The online survey and order form were also promoted at community events and on social media. After completing all toolkit deliveries and program activities, the project team emailed the post-program survey on August 5, 2016, to 383 participants. The project team also mailed the survey to 204 participants who did not provide an email address. The post-program survey saw a 23% response rate. Return postage for both surveys was pre-paid by the City of Austin to increase the response rate. Table 1 below summarizes the survey response.

**Table 1: Survey Response Rates Summary**

	Pre-Program Survey	Post-Program Survey
Distribution Dates	April 8 – July 22, 2016	August 5 – September 14, 2016
Number of Surveys Sent	12,612	587
Number of Completed Surveys	587	136

## Data Limitations

This analysis experienced several data limitations:

- **Demographic differences** – For comparative purposes, both surveys asked demographic questions, which revealed some differences between the pre- and post-program survey samples. For example, the post-program survey had a higher percentage of respondents ages 70 to 79 (6 percentage point difference between the two surveys). The post-program survey also had a smaller percentage of respondents ages 20-39 (12 percentage point difference). The post-program survey had a smaller percentage of respondents with access to a personal vehicle (10 percentage point difference). These findings suggest that the pre- and post-program survey populations are somewhat different from each other. Demographics are discussed further in the demographics section of this report.
- **Weekday vs. weekend differences** – The project team observed that post-program respondents reported a higher percentage of trips on weekdays than pre-program survey respondents. This may affect the number and types of trips reported by respondents, and therefore likely resulted in differences between the two survey data sets.
- **Difference in average number of daily trips** – Respondents in the post-program survey reported making fewer trips on average per day (3.5 trips per day, compared to 4.4 in the pre-program survey). This finding indicates differences between the two survey samples, and may be related to the greater proportion of weekday trips and greater percentage of older respondents in the post-program survey (i.e., individuals may make fewer trips on weekdays than on weekends, and older individuals tend to make fewer trips than younger populations).

## TRANSPORTATION BEHAVIOR CHANGE

### Mode Shift

#### Methodology

To measure mode share and mode shift over the course of the program, the pre- and post-program surveys asked respondents to tally all trips made “yesterday” by driving alone, carpooling, transit,

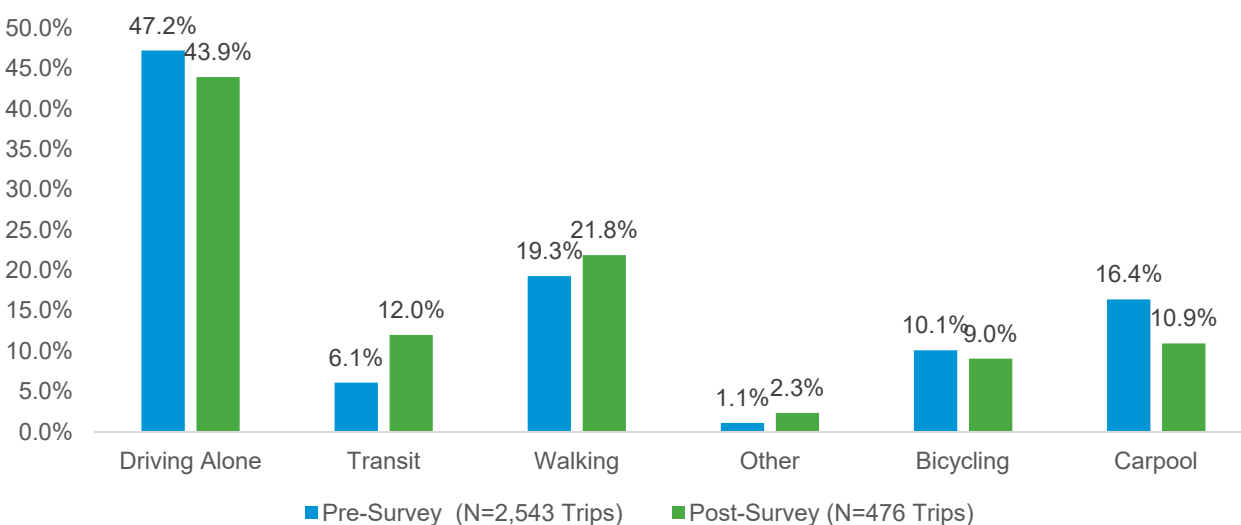
bicycling, walking, and other modes. The surveys asked about trips made “yesterday” to get a snapshot of daily trips made by respondents. Mode share is calculated as the percentage of total trips made by a specific mode. If more trips are made by a certain mode in the post-program survey, then there has been *mode shift* towards that mode. For example, if 4% of trips in the pre-program survey were made by bicycle, and 8% of trips in the post-program survey were made by bicycle, then an absolute mode shift of 4% has occurred.

### Mode Share/Mode Shift Results

Figure 1 shows the share of trips made by each mode in both the pre- and post-program surveys. As seen in the subsequent “mode shift” chart (Figure 2), drive-alone mode share decreased 3.3 percentage points, with a corresponding increase of 5.9% in transit mode share, 2.6% in walking mode share, and 1.2% in “other” mode share. Bicycling and carpool mode share decreased by 1.0% and 5.4%, respectively.

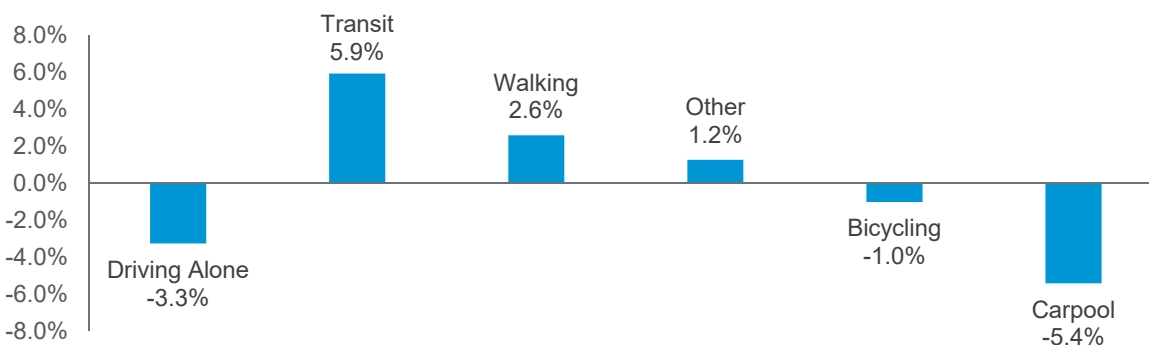
**Figure 1: Mode Share**

(As reported in pre- and post-program surveys)



**Figure 2: Mode Shift\***

(As reported in pre- and post-program surveys)

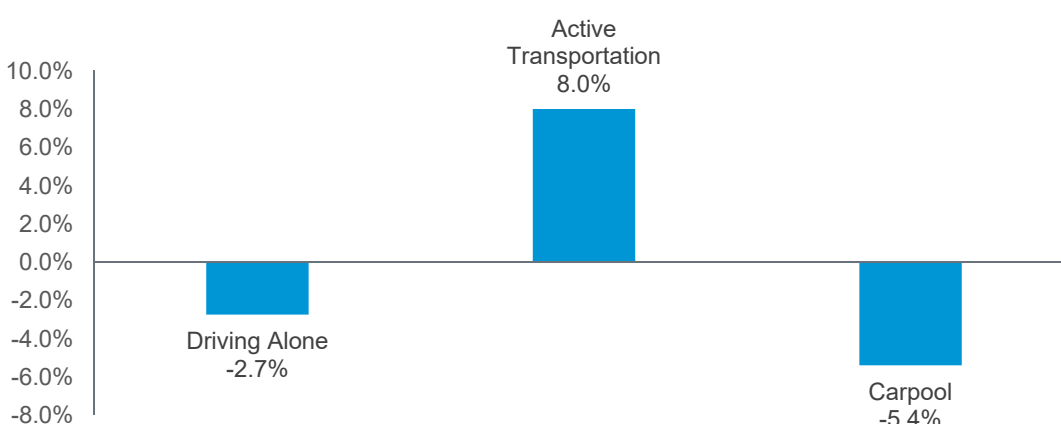


\*Percentages were rounded to the nearest tenth; for this reason, the values may not match the changes shown in the chart above.

To simplify the mode shift analysis, the project team also compared active transportation mode shift (which includes walking, biking, and transit combined) to driving modes. For this analysis, in Figure 3 below, trips taken by “other” modes were removed because it was not clear whether to categorize them as active transportation or driving. In this analysis, drive-alone mode share decreased 2.7 percentage points, active transportation mode share increased 8.0 percentage points, and carpool mode share decreased 5.4 percentage points. These percentage points differ from Figure 2 because “other” modes were removed from the analysis.

**Figure 3: Mode Shift\***

(As reported in pre- and post-program surveys)

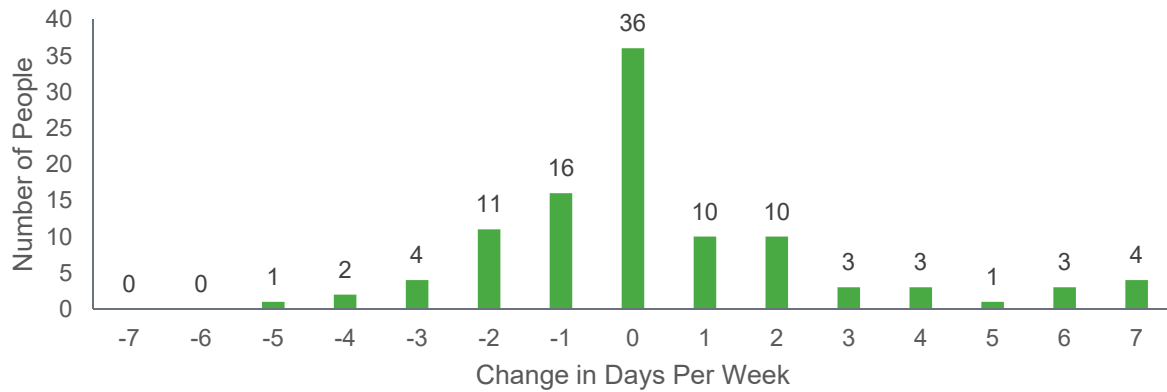


### Frequency of Transportation Options Use

To supplement the mode shift results, the post-program survey asked participants if they use transportation options more often now because of the program. Nearly one-third (30%) of respondents agreed with this statement, demonstrating the program’s effectiveness in encouraging participants to use transportation options. The pre- and post-program survey also asked respondents how many days they planned to use transportation options “next week.” To measure the changes in individuals for this question, the project team analyzed the data of respondents who took both the pre- and post-program surveys. As shown in figure 4 below, across the “panel” of 104 matched pre- and post-program respondents, there was an average increase of .4 days per week of transportation options use.

**Figure 4: Change in Planned Weekly Use of Transportation Options (N=104)**

(Panel responses to the question, “Looking ahead to the next week, how many days do you plan to walk, bicycle, bus or carpool to get to any of your destinations?” as reported in pre- and post-program surveys)



### Awareness, Exposure, and Confidence

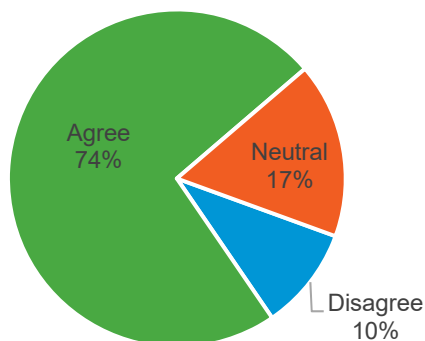
In addition to questions intended to gauge changes in respondents' transportation behavior during the program, the surveys asked questions focused on awareness of, exposure to, and confidence using transportation options.

With regards to awareness, as Figure 5 shows, nearly three out of four respondents reported feeling more aware of transportation options in Austin because of the program. Furthermore, as shown in Figure 6, more than one-quarter of respondents reported trying a new transportation option during the program. These positive results around awareness and exposure are supported by research that acknowledges that promotion and education can contribute to increased transportation options use.<sup>1</sup> It should also be noted that nearly half of respondents reported that they already regularly use transportation options.

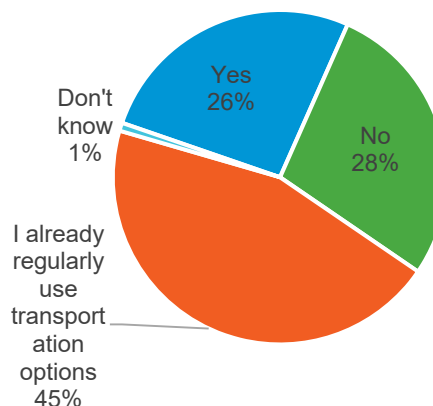
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<sup>1</sup> Douma, Frank; Cleavland, Fay. *The Impact of Bicycling Facilities on Commute Mode Share*. Minneapolis: Hubert H. Humphrey Institute of Public Affairs, 2008.

**Figure 5: Awareness of Transportation Options**  
 (Responses to the question, “Please indicate your level of agreement with the statement ‘I feel more aware of my transportation options in Austin because of the program’” as reported in the post-program survey)



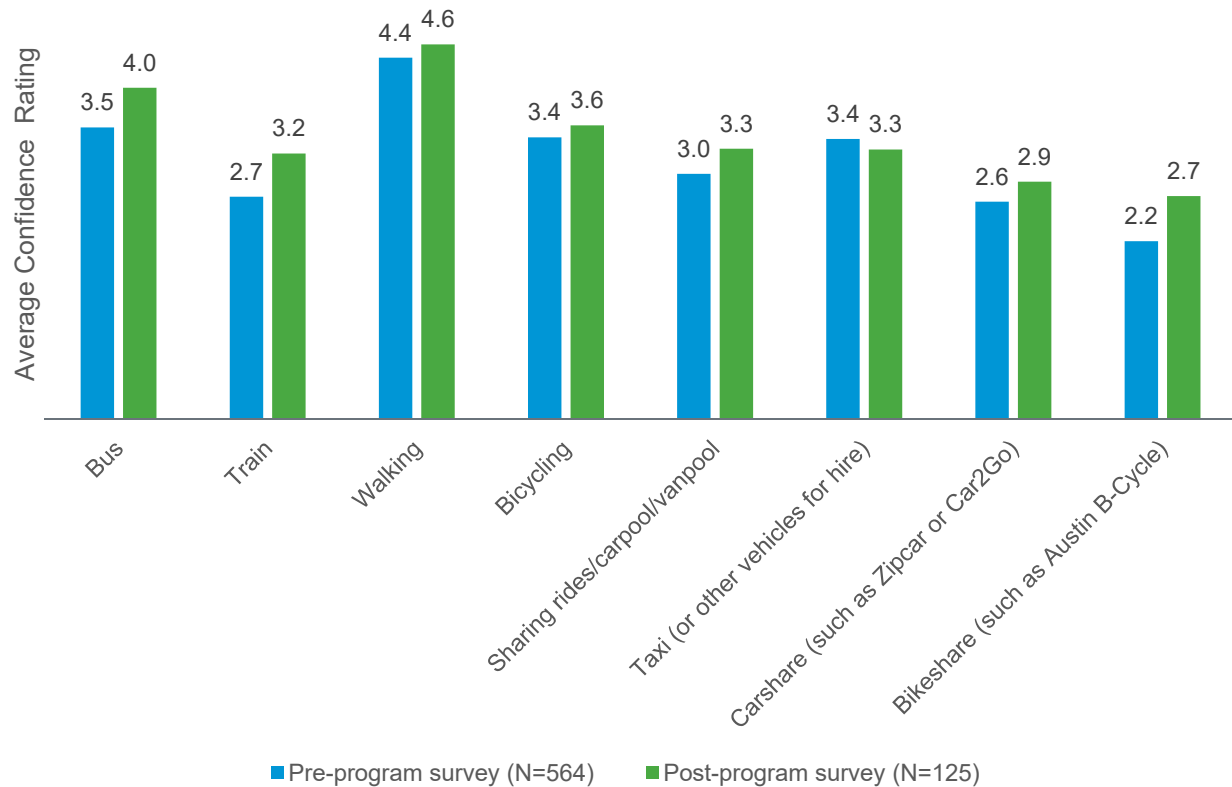
**Figure 6: Respondents Who Tried, Did Not Try, or Already Use Transportation Options**  
 (Responses to the question, “Did you try a new transportation option (e.g., biking, walking, carpooling and/or transit) while you participated in the Smart Trips Austin program?” as reported in the post-program survey)



Both surveys also asked respondents to rate their confidence using different transportation options on a scale of one to five (five being very confident and one being not at all confident). As the average confidence ratings in Figure 7 show, post-program survey respondents reported greater confidence using all transportation options but one. The only mode for which confidence decreased was taxis and other vehicles for hire. Following a referendum on the regulation of transportation network companies, Uber and Lyft ceased operations in the City of Austin. This occurred during the program, which may explain the decrease in confidence.

**Figure 7: Confidence in Using Transportation Options**

(Responses to the question, “How confident are you in using the following transportation options?” as reported in pre- and post-program surveys)



## PROGRAM FEEDBACK

### Value of Program

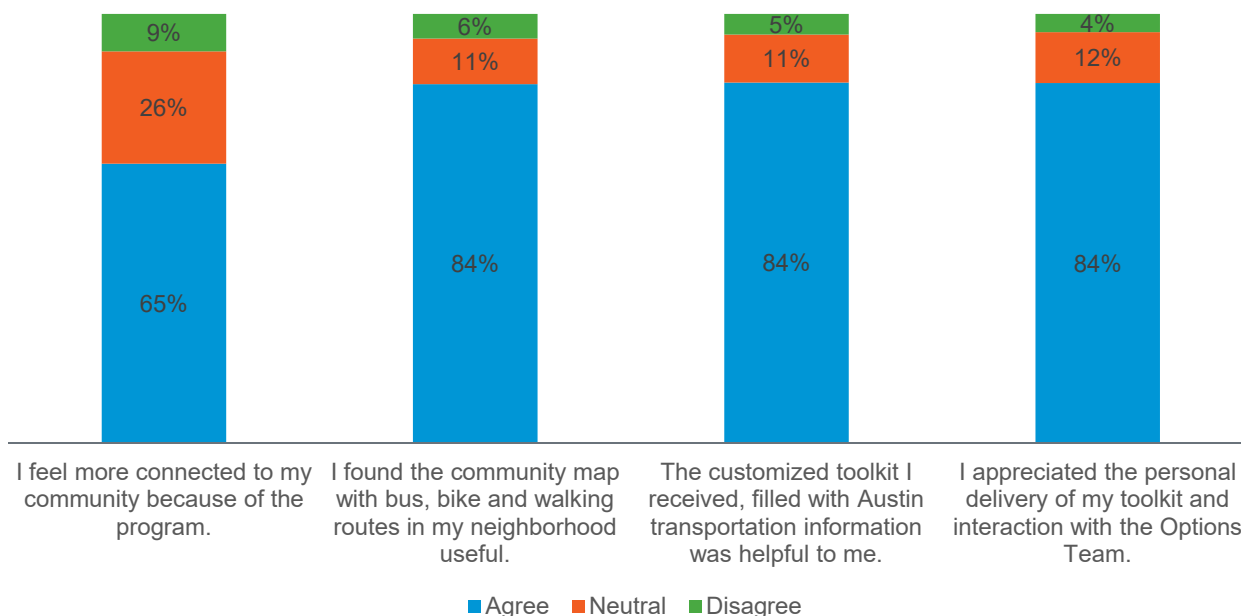
To gain an understanding of whether *Smart Trips: Central Austin* was helpful and if respondents would support future programs, the post-program survey asked questions to gain feedback. As Figure 8 shows, the majority of respondents (84%) reported that the community map was useful and that the toolkit was helpful. In a similar finding, 84% of respondents were appreciative of the personal delivery of their toolkit and their interaction with the Options Team. The project team suspects that the community map, toolkit, and personal delivery of the toolkit played a valuable role in helping respondents feel more aware of and confident using transportation options. One-on-one interactions are a hallmark of *Smart Trips Austin* and should be continued in future iterations of the program.

Nearly two-thirds of respondents also reported feeling more connected to their community because of the program. The project team attributes this increased feeling of community connection to program events and neighborhood-specific materials, such as the stroll maps which highlighted local destinations. Finally, in further support of the program, three out of four post-program survey respondents reported that there is value in continuing programs like *Smart Trips Austin*.



**Figure 8: Opinions on Community Connections and Information (N=126)**

(Responses to the question, “Indicate your level of agreement with the following statements” as reported in the post-program survey. Respondents reported their agreement on a scale of one to five, one being strongly disagree and five being strongly agree.)



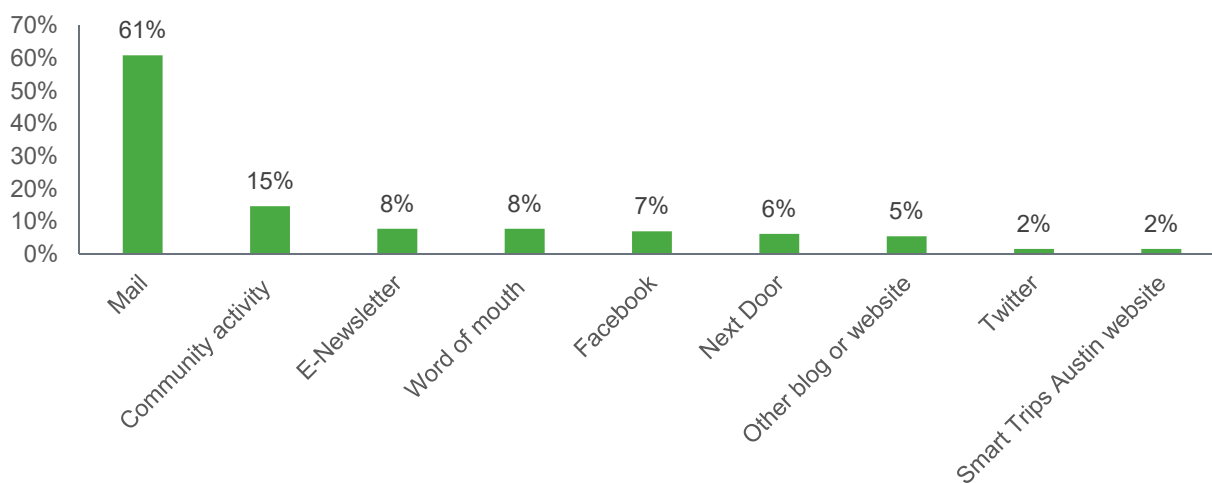
## MOTIVATORS FOR PARTICIPATION

### Promotional Methods

To learn about the effectiveness of the program’s promotional strategies, the post-program survey asked participants how they heard about the program. As Figure 9 shows, over half of the respondents heard about the program through the mailed survey-order form and newsletters. Direct mail is the single promotional method that reaches all target households in a typical residential program. Figure 10 summarizes these findings further.

**Figure 9: How Respondents Heard about *Smart Trips Austin* (N=130)**

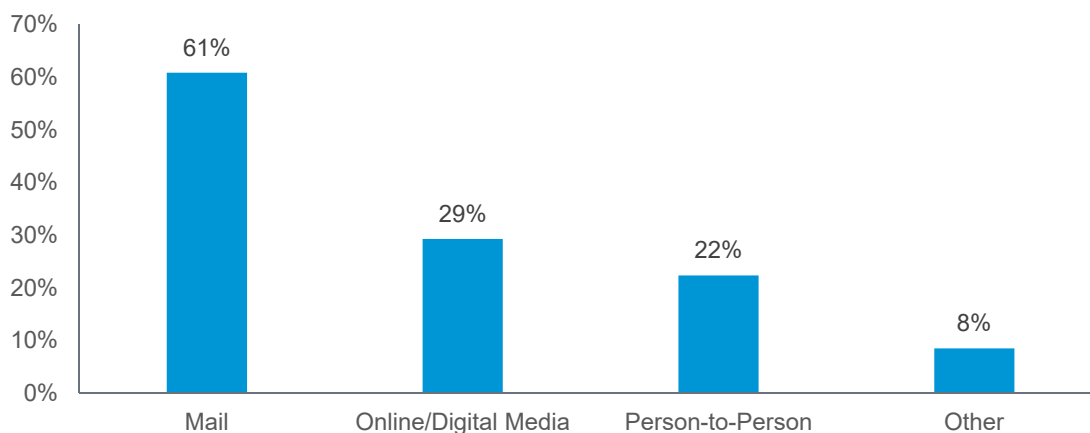
(Responses to the question, “How did you hear about the *Smart Trips Austin* program? (check all that apply)” as reported in the post-program survey)



For a larger picture of the successful outreach methods, the subsequent chart combines these methods into four categories: mail, digital, person-to-person, and other. Second to direct mail, the most effective outreach method was online or digital communications: more than one-quarter of respondents heard about the program through an online media channel (such as an E-newsletter, Facebook, Next Door, blogs or websites, Twitter, and the program website). Also noteworthy is that nearly one in four respondents heard about the program through person-to-person outreach including word of mouth and community activities.

**Figure 10: Combined Ways of How Respondents Heard about *Smart Trips Austin* (N=130)**

(Responses to the question, “How did you hear about the *Smart Trips Austin* program? (check all that apply)” as reported in the post-program survey)

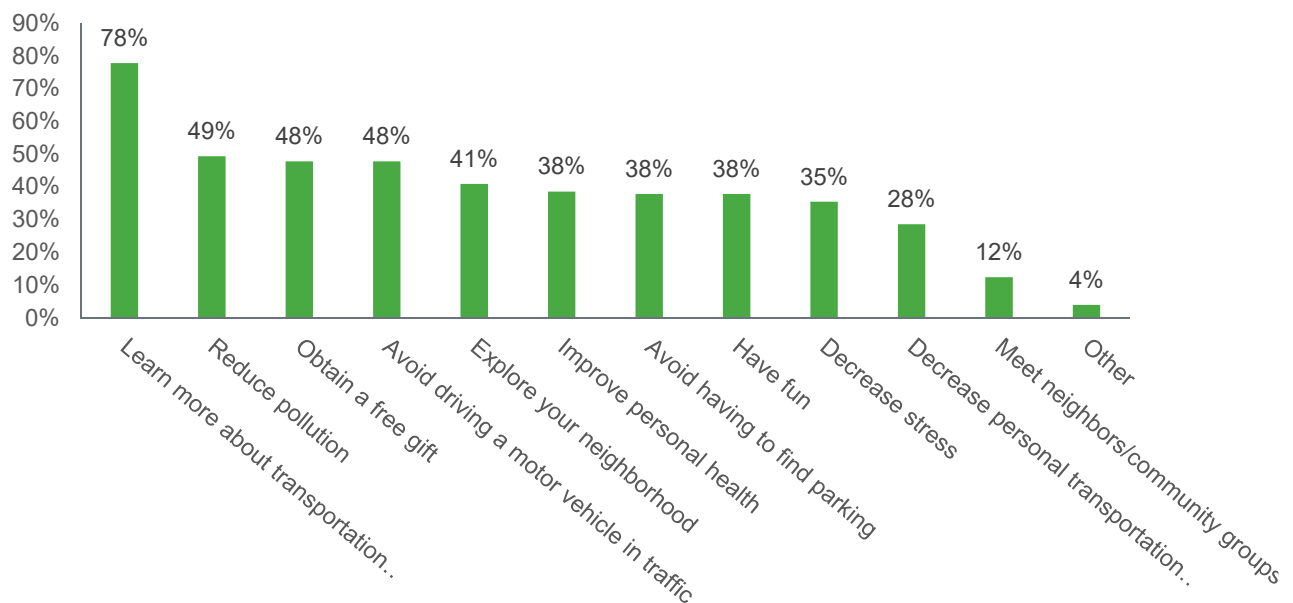


## Reasons for Participating

In addition to asking how respondents heard about the program, the survey asked why respondents made the decision to participate. As Figure 11 shows, more than three-quarters of respondents wanted to learn more about transportation options. This finding supports the desire for programs that provide transportation information and support in Austin. Almost half of respondents also expressed a desire to reduce pollution, obtain a free gift, or avoid driving in traffic. In particular, one respondent expressed concerns about global warming as a reason for participating. A number of respondents also stated the desire to provide the City with data. The City of Austin should consider these motivators for participation when planning for future programs. In particular, the opportunity to learn about transportation options should continue to be a main focus of the program.

### Figure 11: Reasons for Participating (N=130)

(Responses to the question, “Please select the reasons you decided to participate in the Smart Trips Austin program (check all that apply)” as reported in the post-program survey)



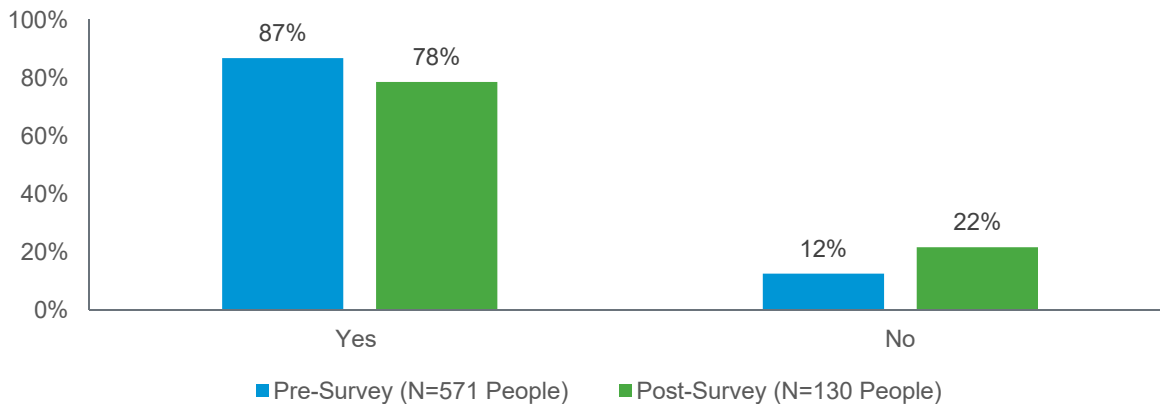
## COMPARATIVE ANALYSIS OF RESPONDENTS

In order to analyze differences between the survey samples, the pre- and post-program surveys gathered demographic information from respondents. As the charts below show, the samples are comparable for the most part, with the exception of differences in vehicle access, age, and gender. The points below discuss these differences.

- The post-program survey had a smaller percentage of respondents with access to a personal vehicle (10 percentage point difference).
- The post-program survey had a higher percentage of respondents ages 70 to 79 (6 percentage point difference) and a smaller percentage of respondents ages 20-39 (12 percentage point difference).
- The gender of respondents is comparable between the two surveys. It is worth noting, based on the pre-program survey data, that the program saw a higher proportion of female participants than males.

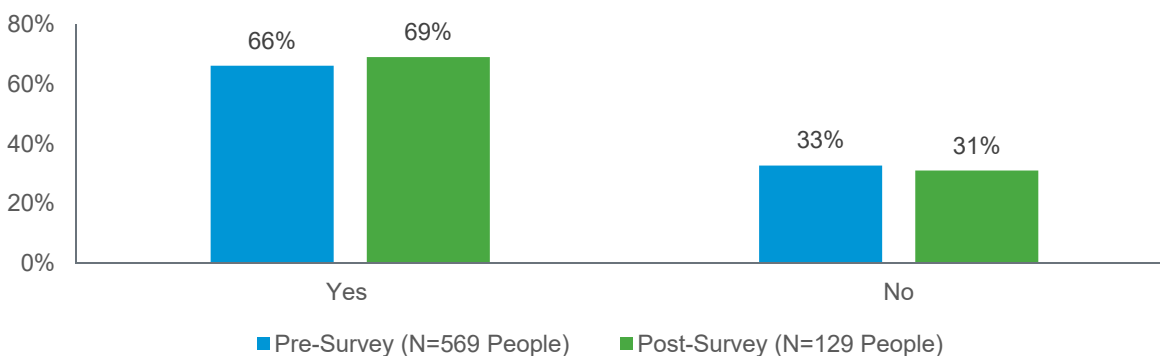
**Figure 12: Do You Have Access to a Personal Vehicle Most Days?**

(As reported in the pre- and post-program surveys)



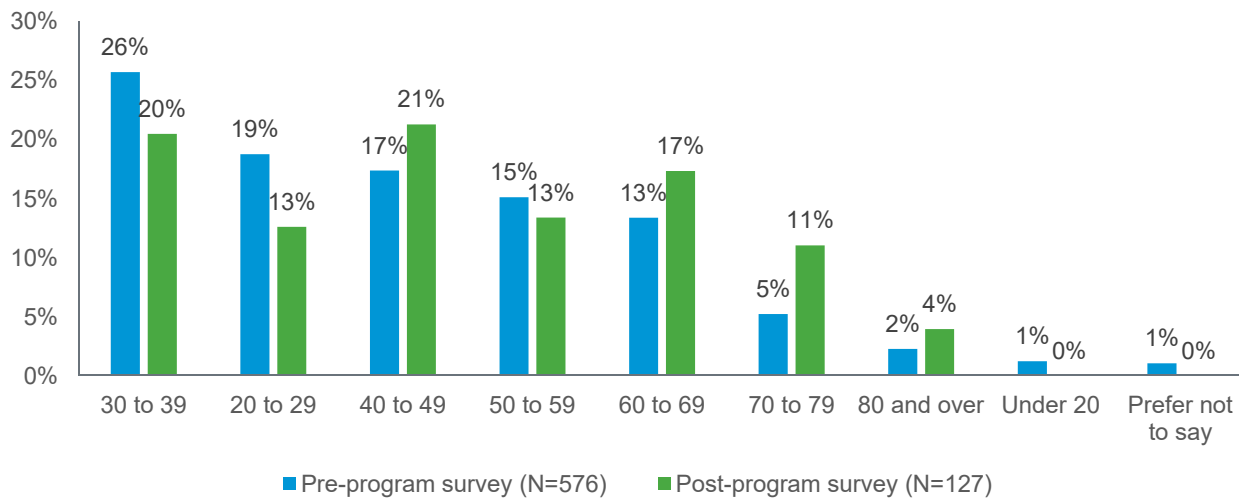
**Figure 13: Do You Have Access to a Working Bicycle Most Days?**

(As reported in the pre- and post-program surveys)



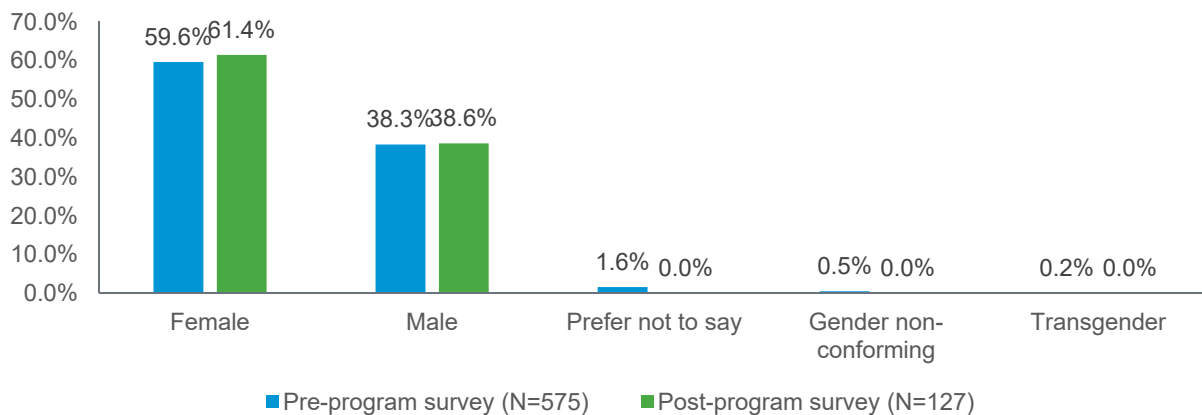
**Figure 14: What is Your Age?**

(As reported in the pre- and post-program surveys)



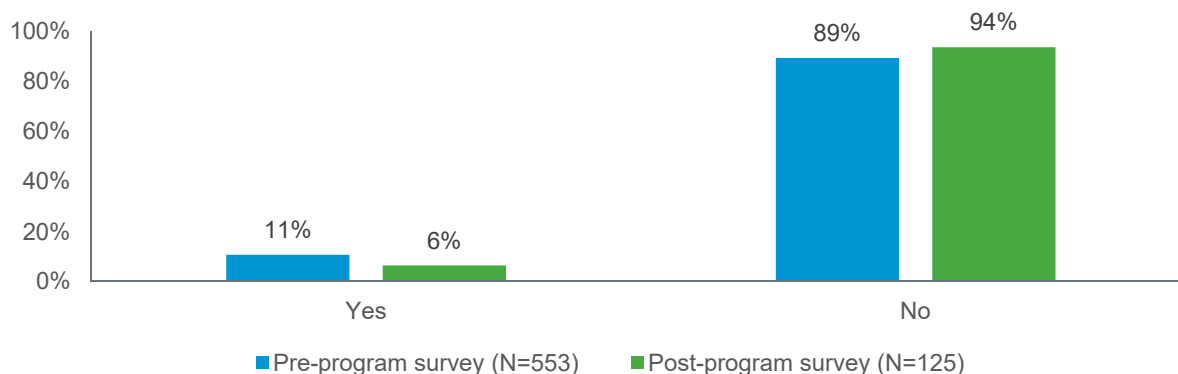
**Figure 15: With Which Gender Do You Identify? (Choose all that apply.)**

(As reported in the pre- and post-program surveys)



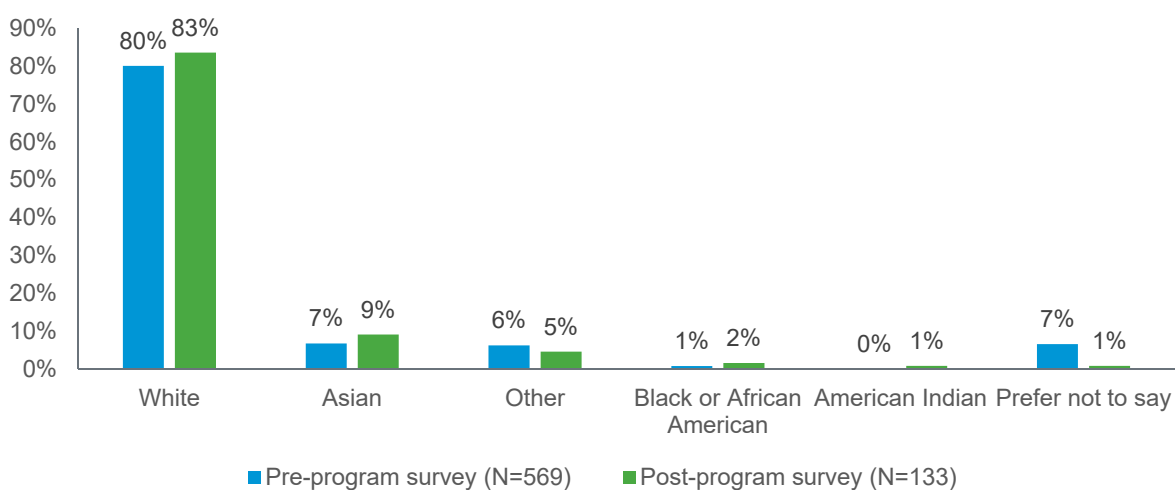
**Figure 16: Are You of Hispanic Origin?**

(As reported in the pre- and post-program surveys)



**Figure 17: With Which Race(s) Do You Identify? (Choose all that apply.)**

(As reported in the pre- and post-program surveys)



## Lessons Learned

### PROGRAM TIMING: PLANNING, SEASON, AND LENGTH

The program ran for four months from April 2016 to July 2016 and launched after a four-month planning period. The planning time period proved to be a tight schedule for creating a business plan and budget, designing materials, securing special events vendors, hiring and training the Options Team, and securing print and mail contracts.

Due to unforeseen purchasing scheduling, the special events vendors were unable to host their programs until June and July. This was not an ideal time to be hosting active living outdoor activities due to the intense Texas summer heat. Many evaluation survey participants responded that they would love to try new transportation options when the weather is cooler.

The program was originally scheduled to run for twelve weeks, but was extended by three weeks because the team determined that it needed more time to build an audience for marketing purposes, accommodate for special events, and recruit more participants. The Options Team was able to deliver all toolkits within the proposed program duration, with the bulk of toolkits being delivered in the second and third month (May and June) of the program. Other methods of outreach could be utilized if the program duration was longer.

*Recommendations: A four-month planning timeline is too short for a program with a reach of over 25,000 residents. Shifting the program timing to months with more agreeable weather, like January-early June and late September-November, may encourage more people to participate in events and try new transportation options. However, feedback from parents who participated with their children revealed many were motivated to participate due to the Summer break. Fifteen weeks is the minimum program duration to accommodate for all orders; the program duration may have benefitted from being extended to reach more residents through word-of-mouth referrals, business partnerships, and tabling events.*

### PRE-PROGRAM OUTREACH

Prior to program launch, all neighborhood associations in the target area were given presentations about *Smart Trips Austin* and its mission. This outreach was an opportunity to identify champions of the program, especially potential neighborhood leaders that could help with the implementation of transit programming and participant recruitment.

The Options Team reached out to many local businesses to determine if they would be willing to support the program. Many businesses were supportive of the program, but unsure of the next steps of action they could take to promote it. Reaching out to businesses provides an opportunity to identify more program champions who are willing to enroll their employees in the program or display Smart Trips order forms for customers.

*Recommendations: Use pre-program outreach to both educate the public about the program and identify program champions; program champions' roles should be outlined before the outreach period. A plan to identify outcomes and next steps should be formulated prior to reaching out to local businesses for program support.*

## OPTIONS TEAM: TRAINING & SIZE

The four Options Team members were hired three weeks before the launch of the program. They reported to the Smart Trips management staff that “instruction on how to properly interview and communicate with the public is very helpful” (Sam, Options Team) and, in fact, the motivational interviewing training was the most valuable aspect of their training sequence. The team requested more practice in customer service, interfacing with the public, and motivational interviewing in their trainings. The travel training and delivery tracking system trainings were also useful. The team requested a practical travel training session to explore the target neighborhood by bike. The practical travel training would also have increased safety, as the Options Team could learn which bike routes to recommend to participants and would have increased their personal awareness of potentially dangerous streets to avoid while making deliveries.

The four team members delivered most of the approximately 500 toolkits within two-weeks of receiving the orders. They reported that the high volume of orders received at the beginning of the program was overwhelming, but mostly manageable.

Options Team uniforms were initially heavy black cotton collared shirt. These shirts were not comfortable for the Options Team to wear in the summer heat. Light cotton t-shirts were later purchased as uniforms. The Options Team felt much more comfortable delivering in these uniforms

*Recommendations: Extensive training in motivational interviewing and customer service is important in preparing the Options Team to effectively encourage people to try new transportation options. The Options Team requested more practice and role playing in motivational interviewing, toolkit delivery interactions, and follow-up phone calls. Trainings will be extended to at least two days with one day of motivational interviewing and customer service training and one day of both classroom and practical travel training. Four options team members are the lower limit for effectively executing a program that reaches over 25,000 residents and engages 500 households. Uniforms must be comfortable for the weather of the delivery season.*

## TOOLKIT MATERIALS

The Smart Trips management team worked with Alta Planning & Design to create custom Smart Trips neighborhood maps, neighborhood strolls, and a walking safety brochure. These items were very popular and well-received. The planning period of the neighborhood and stroll maps was about three weeks.

B-Cycle day passes were a popular item requested. However, only a small percentage of people who requested the passes actually redeemed their offer.

Many people with disabilities reported the materials were useful for finding shared ride services. Seniors sometimes reported that they were not physically able to use transportation options, but enjoyed the program. In the future, to meet this unmet need, supplemental materials could be provided to these two populations to educate them about a diverse range of mobility options available in their neighborhood.

Some incentive items were very popular with program participants, especially the flashing safety lights. Participants often reported that they did not know the purpose of certain incentive items, especially the reflective slap bracelets. The Options Team reported that many participants did not like that they automatically



received all incentive items in their toolkits because “many of [the participants] were people who were concerned about sustainability, and receiving items that they did not need felt wasteful” (Sam, Options Team).

*Recommendations: Quality neighborhood maps are popular with participants and important to achieve the program’s goals. A low rate of participant’s will redeem offers like free bus passes and free bike share day passes; program planners should create an encouragement plan to motivate people to use toolkit items that are redeemable offers. Including more items that help people with disabilities and seniors improve their mobility may meet a need in the community. Including descriptions of incentives in the toolkit, on the website, on the order form, and in follow-up email newsletters will help people understand how to use items and their purposes. Consider only including incentives upon request rather than automatically including incentives in all program materials. All incentives should have a safety purpose.*

## ORDER FULFILLMENT AND DELIVERY

The orders were mailed in two batches, about two-weeks apart, with each batch sent to about 5,000 households. The volume of orders received in the first two weeks was manageable for the Options Team to deliver to participants in a two-week turnaround. However, almost 250 orders were received within one week. This influx of orders was overwhelming to the Options Team and several orders were not delivered within two weeks. Adjusting either the number of orders sent per batch or the size of the Options Team could address this challenge.

The Smart Trips supplies were stored in an office in the downtown district rather than in the target area. Toolkits were fulfilled and prepared at this location. The Options Team reported that it was a convenient location because it is located along good bicycling and transit routes that could reach the target community within ten to fifteen minutes.

The Options Team was originally scheduled for three hour shifts. However, a high proportion of the three-hour shift was dedicated to labeling and stuffing toolkits with the appropriate orders. The toolkit fulfillment/stuffing time limited the time that the Options Team could deliver toolkits during their shift. Shift lengths were extended to five hours so that the Options Team could fill toolkits for an hour, deliver toolkits for about three hours, then clean up and file delivery reports for an additional hour. The Options Team reported that the number of toolkits they could stuff did not scale linearly; receiving more toolkits would not significantly affect the time spent filling toolkits during each shift.

The Options Team used backpacks to carry toolkits to the target area. One options team member would sometimes string more toolkits to the outside of his backpack to carry more. More methods of carrying toolkit cargo can be investigated prior to the next program.

Options Team members used transportation options to travel to, from, and around the target area while making deliveries. Two team member split their time between carpooling together and riding their bicycles, one team member exclusively rode a bicycle, and one team member took transit to the target area then made her orders by foot. Using transportation options increased the visibility of these transportation options and made the program feel more authentic to participants. An Options Team member reported that “people were happy to see their toolkit delivered by someone on a bike”.

All deliveries were made on weekdays between 10am and 4pm. However, most people who are in school or who have a full-time job will not be home during that time. The Options Team reported that about five to ten percent of participants were home at the time of delivery, and therefore motivational interviews were attempted on only five to ten percent of participants.

*Recommendations: Mail the order forms in batches that are between 1,000 and 3,000 households per four Options Team members to maintain a manageable number of orders received. Choose a fulfillment office that can reach the target community along convenient transit routes and safe bicycling routes. If the office is in the target community, it should be along a route for bicycling and an accessible transit route. Plan shift lengths to accommodate for time spent fulfilling toolkits, reporting deliveries, and commuting to the delivery area. Delivery shifts between five to seven hours are ideal to give the Options Team adequate time to fulfill orders, commute to and around the target area, deliver toolkits, and report deliveries. Backpacks will suffice to carry toolkits to the target area, but additional options should be investigated, like carabiners for toolkit attachment to the outside of backpacks to bicycle trailers. It is recommended that the Options Team use mobility options to deliver toolkits, since it seems to inspire more participants to use those options too. Consider delivery shifts on weekends to increase the rate of interactions with participants. Our team decided that delivering toolkits after dark or during rush hours would be too dangerous for Options Team members commuting to the target area by bicycle.*

## COMMUNICATIONS & MARKETING

All households in the target area were sent a toolkit order form. However, if a resident had moved away from a household located in the target area within the last year, then the order form was forwarded to that resident's new address. About six percent of toolkits requested by mail were made by people who lived outside the target area and were forwarded their mail from a previous address within the target area. An additional eleven percent of online orders were made by participants outside the target area. These online orders were likely made by people who learned about the program on social media or local media outlets, but did not check that their household was within our range of delivery.

About 12% of Smart Trips participants reported learning about the program through a social media outlet. A social media presence was helpful to build the brand of the program and supplemented the other marketing tools for participant recruitment.

The online newsletter was an effective tool in recruiting people to enroll in the program and encouraging people to RSVP for special events, as evidenced by the increase in sign ups and RSVP's following newsletter distribution via email.

The *Smart Trips Austin* website was visited by nearly 4,000 users. According to Google Analytics, about 230 users viewed the "Order Your Toolkit" page after landing on the main "*Smart Trips Austin*" page. About 248 users landed directly on the "Order Your Toolkit" Page from an outside link, such as links on social media or in the newsletter.

*Recommendations: A diverse communications plan with a strong mail advertising campaign and an auxiliary online presence is essential in enrolling a large number of participants. Address checks are often a default setting when printing addresses on mail pieces, so check with print and mail contractors that the mail will reach the address on the mail piece regardless of whether its inhabitants have recently changed. Zip code restrictions on*

*online orders may solve the problem of people outside of the target area requesting toolkits, and subsequently being notified that they are not eligible for toolkit delivery. A strong social media presence is important in building a Smart Trips programs' brand and is effective at increasing participation in Smart Trips events, but is not an effective recruitment tool on its own. NextDoor is an excellent online resource in reaching a large population within the target community. Online newsletters are effective tools in reaching current participants and encouraging residents to order a toolkit; the subject line of all e-newsletters should be branded with "Smart Trips" to increase proportion of recipients who open the message and read the content. The Smart Trips website is also an effective platform to encourage more potential participants to order a toolkit.*

## **SPECIAL EVENTS**

Success in programming attendance varied. The most popular programs were transit programs that traveled to fun family events on the weekends, a program vendor's Bike Camps that pulled from the vendor's pre-existing captive audience in the target area, and passive tabling events at popular local destinations like the Farmers' Market. Events with lower attendance were scheduled on weekdays and required the participant to travel to the specific location for the isolated event. Tabling events that provided a service, like the Bike Fix-A-Thons, were best attended when the events were held several weeks in a row, at the same time of day and location; the previous week's event would often advertise for the next week's event.

Eleven percent of participants responded that they learned about the program at a special event. Toolkit ordering materials and Smart Trips incentives were available at many of the events. Creating a precedent that all events should both engage the community in a transportation option and encourage participants to enroll in the program may be a useful method of recruiting more Smart Trips participants to order toolkits.

*Recommendations: Collaborate with vendors to create a diverse marketing plan to advertise to a wider audience that draws upon the communities that follow the Smart Trips program as well as the vendors' programs. Hosting travel events that are family friendly and on weekends will draw higher attendance. Passive tabling events, like the Bike-Fix-A-Thons, were excellent ways to engage community members in a way that potentially addressed a barrier to trying a transportation option. Tabling events also spread community awareness about the Smart Trips program. Toolkit order forms should be available at all events to capitalize on the opportunity to encourage more people to order toolkits.*