

**Norm Chafetz
11000 Rustic Manor Lane
Austin, TX 78750**

April 4, 2011

The Honorable Lisa Birkman
The Honorable Cynthia Long
Williamson County Commissioners Court
710 Main Street
Georgetown, TX 78626

Re: Williamson County Capital Metro Board Appointment

Dear Commissioners Birkman and Long:

As I mentioned during our March 28th meeting my term as the Williamson County representative to the Capital Metro Board of Directors will expire on June 1, 2011. I was honored to be your appointee and am requesting to be reappointed for another term that will end on June 1, 2014.

I believe that over the past year or so, under the leadership of the new Board and our new CEO Linda Watson, Capital Metro appears to be heading in the right direction. The following is a list of accomplishments that Capital Metro staff compiled to acknowledge the new Board's first anniversary this past January:

- Implemented a new operating reserve policy and increased reserves
- Adopted new policies for MetroAccess that save the system money and improve operational efficiencies
- Approved a five-year capital improvement plan consistent with organizational and regional long-range goals
- Adopted ServicePlan 2020
- Improved financial transparency online which earned Capital Metro the Texas Comptroller's highest recognition for government transparency
- Adopted a new fare structure to cover more of the cost of operating services
- Approved \$2.5 million to improve bus stop accessibility during FY2011 and partnered with the city of Austin to leverage additional sidewalk improvements
- Approved a new agreement for the University of Texas Shuttle system that increases system revenues
- Launched the Capital MetroRail system
- Developed a new railroad bridge safety management program accepted by the Federal Railroad Administration
- Reached a new agreement with the city of Austin for regional mobility commitments
- Established new board governance policies
- Enhanced project management of the MetroRapid project with increased accountability to include milestones and performance measures

- Developed a new community involvement policy that reaches out to a greater number of stakeholders
- Approved a new freight rail contract that increases system revenues
- Created and filled a new vice president of rail operations position to oversee all passenger and freight rail operations, maintenance of way, track, bridges, signals, crossings, and compliance with all Federal Railroad Administration regulations
- Hired a new president/CEO using a community involvement process that has become a national model for inclusiveness and community engagement
- Instituted a tobacco-free facilities policy as a leader in the transit industry
- Implemented most of the recommendations from the Sunset Advisory Commission with others substantially complete

While we have made significant progress there is still much to be done. Some of the major issues that I plan to focus on over the next few years include:

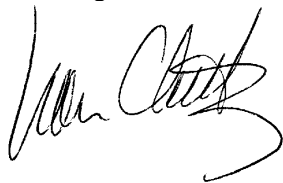
- Resolution of our labor structure
- Successful implementation of the Bus Rapid Transit Project
- Improvement of our farebox recovery ratio
- A more fiscally responsible UT shuttle bus service arrangement
- Development of policies to assist in the funding and operation of transit services in Williamson County to the extent possible

And of course I stand ready to assist in addressing any issues that may be of interest or concern to you or the Commissioners Court.

In my role as a board member I believe I have gained the institutional knowledge and expertise to help sustain the progress Capital Metro has made over the past year. Additionally, as a former public transit executive, I bring valuable transit operational and financial perspectives to Board deliberations on policy issues.

In closing, I feel I have been an effective Capital Metro board member thus far and would like to have the ability to continue to represent Williamson County for the next three years. I have attached an updated resume for your review. Please let me know if you have any questions or require additional information.

Best regards,



Norm Chafetz
T: 512-331-9341
C: 512-656-2777
nchafetz@gmail.com