Looking Back, Forging Ahead

2012 Annual Report
About CAPCOG

Want 9-1-1 call centers to keep up with evolving technology that helps save lives? Got incidents of illegal dumping that put public health and public spaces at risk? Need to make local sense of the latest national small business statistics from the U.S. Census Bureau? Count on CAPCOG.

From emergency communications to economic development, some things just make sense for collaboration at the regional level, and the Capital Area Council of Governments helps make that happen every day. Formed in 1970 and one of 24 councils of governments in Texas, CAPCOG for more than 40 years has served as an advocate, planner, and coordinator on important regional issues in the 10-county Austin metropolitan area.

With more than 90 member governments and organizations, including cities, counties, school and appraisal districts, utilities, chambers of commerce and more, CAPCOG has helped the region recognize opportunities for cooperation and eliminate unnecessary duplication in emergency communications, elderly assistance, law enforcement training, criminal justice planning, solid waste reduction, homeland security planning, infrastructure development, transportation planning and economic development.

As the region continues to evolve with population growth, expanding industry sectors and other dynamics, CAPCOG looks back on the successes and lessons of 2012 and is forging ahead to seize the opportunities of tomorrow.

2012 Executive Committee

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From the Board Chairman and the Executive Director

It has been an honor for me to serve as Burnet County’s CAPCOG representative to the Executive Committee and, this year, as Chair.

Our board of elected officials from all 10 counties and many cities focuses on common regional issues. It is important to note the 13 CAPCOG committees, representing more than 100 volunteers from across our region, work collaboratively year-round to provide important data and recommendations to our Executive Committee. Through collaborations, partnerships and mutual respect, Central Texas has benefited in creating emergency management training, regional communication systems and hazardous waste programs, clean air monitoring, transportation planning and project prioritizations, assistance to the elderly and 9-1-1 coordinated databases and dispatch systems.

“Never doubt that a small group of concerned citizens can change the world. Indeed, it is the only thing that ever has.”  
— Margaret Mead

Our annual report is shorter this year! We opted for a more aesthetic and briefer overview of the year’s work rather than a short book as in years past. This was a difficult decision for me, because we do so much and it’s one of the best ways we have to communicate all that we do. However, too much information often becomes useless if no one reads it. Let me know what you think.

Last year, I described how funding cutbacks were hitting many of the programs our local governments have grown to depend on. We know some of our cities and counties felt the impact of decreased funding for solid waste, emergency 9-1-1, air quality planning and criminal justice. While we are mildly optimistic these programs won’t take more hits from the state appropriation process in 2013, we may now be facing cuts in homeland security and aging services, given federal budget woes and the possibility of sequestration. All of this simply means that we will explore many alternatives to sustain our programs. We have already begun working toward more partnerships with local governments.

A great example: air quality planning. Reduced grant funding from the Texas Commission on Environmental Quality meant the loss of funding to operate area monitors that generate necessary data to inform the region’s emission-reduction goals. Some of our local government members stepped forward with support funding to keep those monitors in place.

We realize our members already pay annual membership dues – those dollars are largely used as match for funding we get for aging, economic development, mapping and transportation planning. We have never increased the per capita rate of our dues, and there are no plans to do so; we want all cities and counties to have a “seat at the table.”

For this next year, we plan to develop more fees-for-services activities to generate supplemental funds and pass on costs only to those who use certain services.

As CAPCOG embarks on a new year, we thank all of our members for their support – from membership dues and partnerships to participation on committees, task forces, planning councils and work groups. CAPCOG staff are honored to serve you.
Area Agency on Aging

Jennifer Scott, Director  
- Benefits Counseling  
- Health and Wellness  
- Information, Referral and Assistance  
- Long-Term Care Ombudsman Program  
- Nutritional Programs  
- Elder Abuse Prevention

From Medicare counseling and family caregiver education to medication screening and elder-abuse prevention, the Area Agency on Aging of the Capital Area (AAACAP) provides quality services to support and advocate for the health, safety and well-being of the region’s older adults.

Funded in part by the Texas Department of Aging and Disability Services, CAPCOG’s Aging Agency has served as a trusted source of information on services and supports for older individuals and their caregivers for more than 30 years.

Some accomplishments in fiscal 2012, during which AAACAP served nearly 20,000 consumers across the region:

- Through a generous donation of office equipment and space, AAACAP opened a satellite post at WellMed’s new senior community center in south Austin. The partnership allows a rotating roster of AAACAP staff to provide services three days a week at a high-traffic location.

- AAACAP’s partnership with the WellMed Charitable Foundation also extended to other projects such as the fall half-day conference in Hays County, A Caregivers Journey in Progress: Q&A on Alzheimer’s Disease. Speakers including expert-panel participants tackled questions ranging from legal issues and housing options to medications and diagnoses.

- The Long-Term Care Ombudsman Program, part of a statewide initiative to improve the quality of life and care for nursing home and assisted-living residents, undertook more than 1,200 facility visits.

“CAPCOG’s Area Agency on Aging has served as a trusted source of information for more than 30 years.”

and fully or partially resolved 82 percent of the 348 complaints it handled.

- The Benefits Counseling Program, assisting residents 60 or older and people with disabilities of any age, helped more than 1,300 individuals with Medicare applications or selection of appropriate Medicare Part D prescription drug plans. The program also provided Medicare information to another 3,654 people by conducting outreach at health fairs and other events.

- AAACAP’s continued efforts to prevent falls among seniors included partnering with WellMed on a teleclass for caregivers and the public, distributing educational materials at target sites and taking the fifth year of its volunteer coaching program, A Matter of Balance: Managing Concerns about Falls, to five counties for a total of 18 classes.

- Through an agreement with an Austin-area pharmacist vendor, more than 148 consumers age 60 or older were screened to help prevent the risk of adverse drug interactions due to multiple medications. Potential grant funding, for which AAACAP has applied, could help the program double the number of participants served next year.

In addition to effective services such as medication screening, stress reduction support for family caregivers and more, the Area Agency on Aging will explore further expanding its roster of evidence-based programs to potentially include tai chi for seniors and chronic-disease management.

Leadership from the Area Agency on Aging of the Capital Area, Greater Austin Hispanic Chamber of Commerce, WellMed and the Texas Department of Aging and Disability Services celebrate the May 2012 grand opening of the WellMed Charitable Foundation Senior Community Center, which includes an AAACAP satellite office, in south Austin.
High-quality 9-1-1 service across the 10-county region depends on dedicated folks behind the scenes, and CAPCOG’s a big part of that. Whether providing technical expertise, training and public education assistance to public safety agencies or working with local phone companies, Voice over Internet Protocol (VoIP) providers, county 9-1-1 addressing coordinators and others, CAPCOG’s Emergency Communications division helps ensure each 9-1-1 call reaches the right place with correct location and telephone information.

With wireless devices retaining its hefty share as a source of 9-1-1 calls and VoIP gaining a foothold, keeping up with technology remains a priority. Some recent notables:

- CAPCOG’s 31 public safety answering points, or 9-1-1 call centers, are on track to be among the first adopters of Next Generation 9-1-1 services in Texas, able to handle emergency calls from multiple sources including text, video, images and vehicle devices such as OnStar, rather than just the traditional voice-only call.
- As part of the NG9-1-1 transition, CAPCOG expects to update more than 200 call-taker work stations, install new mapping systems and coordinate applicable training at 9-1-1 centers by summer 2013.
- A second NG9-1-1 transition project, expected to be completed by December 2013, involves converting call-routing from a telephone number and address-based system to one based on latitude and longitude that will support the diverse digital sources of calls.
- CAPCOG saw an increase in telecommunicator-training students—a total 1,021 students at 51 classes covering 34 unique topics—and supported public safety agencies with educational materials to reach more than 105,000 people, including at least 35,000 children, at community events.

CAPCOG’s Homeland Security division supports local jurisdictions and first responders in building regional strategies for response to natural and man-made disasters, including prioritizing federal homeland security funding, facilitating training and coordinating long-term communications planning.

CAPCOG jurisdictions continue to cope with ongoing reductions in federal funding — a decline of 82.36 percent from its highest level in fiscal 2005. In response, CAPCOG jurisdictions have focused the majority of available funding on completing critical parts of the regional communications infrastructure.

Further, funds are being used to sustain the capabilities of previously purchased equipment rather than funding new equipment for emergency response activities, and other funding sources are being sought. Some fiscal 2012 highlights:

- CAPCOG continues to expand the capabilities of the regional emergency notification system. The automated phone-dialing tool allows authorized public safety personnel to alert residents in emergencies. It has been used successfully to warn citizens of threats posed by wildfires, floods, chemical releases and criminal activity. To ensure the widest possible coverage, CAPCOG has added more than 64,000 cell-phones and 146,000 Voice over Internet Protocol (VoIP) phones to the system.
- Regional implementation of WebEOC, a statewide online tool that helps multiple agencies in different locations share real-time information, has steadily grown since its 2004 capital area launch. The system now supports local governments, all school districts and hospitals and various state-affiliated emergency management and response personnel.
- Training and exercises remained an important part of regional efforts. The regional Chemical, Biological, Radiological, Nuclear, or Explosive Strike Teams’ annual exercise in Buda, for example, allowed participants to practice response and cooperation in the event of intentional release of hazardous materials.

9-1-1 Calls FY2012

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Gregg Obuch, Director

Homeland Security

Ed Schaefer, Director

- Emergency Notification System (ENS)
- WebEOC
- Regional Training and Exercises
- Regional Communications Interoperability
Regional Law Enforcement Academy

Mike Jennings, Director
- Basic Peace Officer Course
- Basic Corrections Officer Course
- State-Mandated Training and Continuing Education for Law Enforcement Officers
- Administrative Sponsorship

For more than 15 years and counting, CAPCOG’s Regional Law Enforcement Academy (RLEA) has provided crucial training for current and aspiring peace officers in the 10-county region. Accredited by the Texas Commission on Law Enforcement Officer Standards and Education (TCLEOSE), the regional training academy plays a critical role in helping enhance the quality and productivity of law enforcement agencies throughout Central Texas:
- **Basic Peace Officer Course (BPOC)**
  In 2012, more than 100 cadet students participated in the rigorous BPOC, which comprises 780 hours of classroom and field instruction. The year’s four BPOC classes achieved a 100 percent first-attempt pass rate among new peace officers taking the state-mandated TCLEOSE test.
- **Basic County Corrections Officer Course (BCCOC)** With two BCCOC trainings this year, RLEA quickly responded to the needs of the region’s rural counties, providing necessary jailer education within a short timeline. The newly appointed jailers, who achieved a 95.3 percent state-exam pass rate, were to be employed by Bastrop County, Blanco County and Llano County Sheriff’s departments.
- **In-service training** The RLEA taught nearly 700 law enforcement officers in 44 separate in-service classes, with sessions ranging from mandated subjects to courses on firearms, supervisory skills, legislative updates, field sobriety testing, human trafficking, use of force and more.
- **Administrative sponsorship** Whether approving lesson plans, archiving training documents or providing other TCLEOSE training support, the RLEA assisted jurisdictions across the region in their collective tally of 50 sponsored classes with a total 642 participants.

Sustainable Places Project

Chad Coburn, Director

As one of only 45 U.S. Housing and Urban Development Sustainable Communities Planning Grant recipients in 2011, CAPCOG has kept the region’s Sustainable Places Project (SPP) on a steady pace.

The project, a CAPCOG-led regional collaboration of local governments, organizations and other stakeholders to help Central Texas cities link future housing and economic development with transportation planning, has kicked off public engagement efforts among its five demonstration sites. The sites, in Austin, Dripping Springs, Elgin, Hutto and Lockhart, will receive planning assistance and serve as best-practice examples for other cities in the region.

Some 2012 highlights:
- Visioning workshops at selected demonstration sites helped residents identify ideals and concerns in charting their community’s future. The meetings also helped define the indicators that are most important to each community for use with the project’s analytic tool and scenario planning.
- Shaping of the project’s analytic tool, which will help the participating sites understand impacts of different growth and development scenarios, got under way with a team led by the University of Texas at Austin.
- In complementary initiatives that align with Sustainable Places Project goals and provide necessary matching funds, the City of Austin continued planning the urban rail corridor, including launching its South Shore Central project with a three-day design charrette, exploring potential rail impacts on the Rainey Street District and teaming with UT’s School of Architecture on a workshop about scenario-planning tools.

Along with eventual implementation of local action plans, the SPP’s robust data will help other Central Texas cities in planning for growth, economic opportunities, livability and more.
Care about clean air? CAPCOG’s Regional Services division is on it. Whether working with area partners to reduce the risk of ozone pollution or developing digital maps to assist 9-1-1 dispatch, Regional Services provides technical expertise, coordination and crucial support on a variety of key quality-of-life issues.

The division helps communities acquire and maintain data, facilitates regional cooperation to address planning needs and provides training in the review and update of planning documents.

Get a glimpse of several 2012 Regional Services accomplishments:

- CAPCOG expanded the roster of participating governments contracted to use My Permit Now, a time-saving customizable Web-based application for tracking construction projects; storing plans, photos and other relevant data; and facilitating online permit processing. To date, seven local governments — including Travis and Hays counties, the cities of San Marcos and Georgetown and more — have signed on for the service.

- Staff secured continued funding for Rural Transportation Planning Support for the Austin District from the Texas Department of Transportation. These funds will be used to address rural and regional transportation planning issues and activities and support CAPCOG’s leadership role in coordinating the Blanco County Transportation and Economic Development Plan. This initiative for the first time will yield both an official major thoroughfare plan and an economic development strategy for a rural county in the region.

- The GIS team, which provides mapping, geographic information system and GPS services to CAPCOG, member governments and the public, earned a 98 percent phone-number-to-address match rate for the digital maps used by 9-1-1 call takers and dispatchers.

- Despite a 54 percent reduction in state funding that in turn significantly shrunk the potential scope of local awards, CAPCOG’s Solid Waste Grants Program provided more than $296,000 in grants to seven jurisdictions for activities such as recycling, litter and illegal dumping cleanup, local enforcement, household hazardous waste management and scrap-tire management.

- Through its Economic Development (ED) program, a sought-after source of fiscal-impact analysis, demographic data and other planning and technical assistance, CAPCOG earned a National Association of Development Organizations 2012 Innovation Award for its role in industry-cluster analysis within Pecan Street Inc., an Austin-area economic development project centered on clean energy.

- The ED program conducted several fiscal impact studies on behalf of member governments, helping jurisdictions such as Travis County better understand the fiscal implications of financial incentives for businesses expanding and relocating to Central Texas.

- CAPCOG continued operating six air quality monitoring stations as well as provided technical and analytical support to the Central Texas Clean Air Coalition, which in 2012 signed up for the U.S. Environmental Protection Agency’s Ozone Advance program. Thanks to regional efforts to curb ozone pollution, the greater Austin area remains in compliance with all federal air quality standards.

- In a regional effort, CAPCOG won a 2012 competitive EPA grant of more than $1 million to help the Austin-Round Rock-San Marcos area reduce pollution from diesel engines. CAPCOG will work with the participating local governments and private firms whose contribution of 75 percent matching funds will help replace 39 diesel-powered trucks and pieces of equipment with newer low-emission alternatives.

A 2012 photo of Austin commissioned by GeoMap, CAPCOG GIS’ cooperative purchasing program with 19 participating governments, which acquired aerial and Lidar images.
2012 Membership

City and County Members

Bastrop County
- City of Bastrop
- City of Elgin
- City of Smithville

Blanco County
- City of Blanco
- City of Johnson City
- City of Round Mountain

Burnet County
- City of Bertram
- City of Burnet
- City of Cottonwood Shores
- City of Granite Shoals
- City of Highland Haven
- City of Marble Falls
- City of Meadowlakes

Caldwell County
- City of Lockhart
- City of Luling
- City of Martindale

Fayette County
- City of Carmine
- City of Fayetteville
- City of Flatonia
- City of La Grange
- City of Round Top
- City of Schulenburg

Hays County
- City of Buda
- City of Dripping Springs
- City of Kyle
- City of Mountain City
- City of Niederwald
- City of San Marcos
- City of Uhland
- City of Wimberley
- City of Woodcreek

Lee County
- City of Giddings
- City of Lexington

Llano County
- City of Horseshoe Bay
- City of Llano
- City of Sunrise Beach Village

Travis County
- City of Austin
- City of Bee Cave
- City of Creedmoor
- City of Lago Vista
- City of Jonestown
- City of Lakeway
- City of Manor
- City of Mustang Ridge
- City of Pflugerville
- City of Rollingwood
- City of Sunset Valley
- City of West Lake Hills
- Village of Point Venture
- Village of San Leanna
- Village of The Hills
- Village of Volente
- Village of Webberville

Williamson County
- City of Bartlett
- City of Cedar Park
- City of Florence
- City of Georgetown
- City of Granger
- City of Hutto
- City of Jarrell
- City of Leander
- City of Liberty Hill
- City of Round Rock
- City of Taylor
- City of Thrall
- City of Weir

Associate Members
- Austin Independent School District
- Barton Springs/Edwards Aquifer Conservation District
- Bluebonnet Electric Cooperative Inc.
- Buda Economic Development Corp.
- Capital Area Metropolitan Planning Organization
- Central Health
- Dripping Springs Independent School District
- Eanes Independent School District
- Fayette County Central Appraisal District
- Georgetown Chamber of Commerce
- Georgetown Economic Development Department
- Giddings Independent School District
- Guadalupe-Blanco River Authority
- Hays Central Appraisal District
- Hutto Independent School District
- La Grange Independent School District
- Lower Colorado River Authority
- Pedernales Electric Co-op
- Round Rock Chamber of Commerce
- Round Rock Independent School District
- Travis County Emergency Services, Dist. 2
- Travis County Emergency Services, Dist. 4
Regional Committees

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Evelyn Hanson
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Dixie Myers
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Sasha Lockamy
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- Jim Parker
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- Kharley Smith
- Delynn Pescheck
- Ron Moore
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- Otis Latin
- Jarred Thomas
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- Mark Whitacre
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- Warren Zerr
- Larry Lacy
- Buster Dussetschleger
- James Schilling
- Charles Hooker
- Chris Bratton
- Scott Woodward
- Alain Babin
- David Berling
- Judge Bert Cobb

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- Vickie Seiley
- Jaclyn Archer
- Dawn Moore
- Rosanna Wisener
- Erica Carpenter
- David Smith
- Linda Ward
- Melissa Cavness
- Chris Wallace
- Stacy Pyle
- Brad Bearden
- Jasper Brown
- Marcia Brooks
- William Brooks
- Teresa Baker
- Scott Parker
- Leigh Carrico
- Mayor Caroline Murphy

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- Commissioner Joe Don Dockery
- Commissioner Joe Roland
- Commissioner Tom Muras
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- David Case
- Commissioner Tommy Duncan
- Jon White
- Melinda Mallia
- Gerry Acuna
- Richard McHale
- Dr. Orlynn Evans
- Pete Correa
- Adam Mathews
- Kyle Hahn
- Steve Jacobs
- Lee Kuhn
- Joey Crumley
- Dr. Tina Marie Cade
- Commissioner Maurice Pitts
- Yessenia Pena
- Cheryl Untermeyer

Questions? Feedback?
CAPCOG wants to hear from you!
Share your comments about our 2012 annual report.
→ 512-916-6163
→ newsletter@capcog.org
Sign up today for the monthly newsletter at [www.capcog.org](http://www.capcog.org).

Capital Area Council of Governments staff, at your service. Some staff members not pictured.
Maximizing Your Dollars

Of the $235,208 in membership dues received from its members in fiscal 2012, CAPCOG used nearly $150,000 as match to draw down federal and state dollars for the region.

In Aging Services alone, for example, $55,300 in local matching funds provided the basis for more than $7 million in programs for the elderly.