



Agenda - Final revised
Capital Metropolitan
Transportation Authority
Operations, Planning and Safety
Committee

2910 East 5th Street
Austin, TX 78702

Wednesday, April 13, 2022

12:30 PM

Rosa Parks Boardroom

Note: This meeting will be livestreamed at www.capmetrotx.legistar.com

Items with an * have been revised.

I. Call to Order

II. Public Comment

III. Action Items

1. Approval of minutes from the January 12, 2022 Operations, Planning and Safety Committee meeting.
2. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a Design-Build contract with Modern Railway Systems, Inc. for Positive Train Control (PTC) Optimization, Engineering, Construction and Support Services in an amount not to exceed \$6,000,000.
- *3. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Jay-Reese Contractors, Inc. for the McKalla Station Advance Culvert Construction Project for \$3,271,035, plus \$490,656 (15% contingency) for a total not to exceed amount of \$3,761,691.
4. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute an agreement regarding Lakeline Park and Ride Improvements (the "Agreement") with Sabot-Lakeline, LLC (Sabot), under which CapMetro will grant licenses to Sabot to improve, maintain and share use of the Lakeline Park and Ride driveway and install related amenities, with the construction of such improvements and amenities being at Sabot's sole cost and expense.
5. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with GTS Technology Solutions, Inc. for passenger WiFi technology in an amount not to exceed \$258,326.

6. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute an amendment to the Interlocal Agreement (ILA) with the Capital Area Rural Transportation System (CARTS) to clarify ongoing maintenance responsibilities and contribute \$78,834 for additional improvements to the Eastside Bus Plaza (EBP) located at East Cesar Chavez Street and Shady Lane.
- *7. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Diligent for a Governance, Risk, and Compliance system for a base period of 1 year and 3 option years in an amount not to exceed \$1,537,786.
8. Approval of a resolution authorizing the President & CEO, or his designee, to implement the June 2022 Service Changes.
9. Approval of a resolution authorizing the President & CEO, or his designee, to modify the KPMG, LLC contract # 200611 for Enterprise Resource Planning (ERP) Consulting services, increasing the previous Board authorized amount by \$593,980, plus a contingency amount of \$750,000, for the addition of two technical resources to work on integrations, security and workflows within the Oracle Enterprise Resource Planning (ERP) system for a new not-to-exceed amount of \$4,384,356.
10. Approval of a resolution affirming the Charter Statement for the Operations, Planning and Safety Committee.

III. Presentations

1. Customer Experience Programs and Policies
- *2. Service Standards and Passenger Amenities
3. Operations Update

IV. Items for Future Discussion

V. Adjournment

ADA Compliance

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

Committee Members: Eric Stratton, Chair; Jeffrey Travillion, Pio Renteria and Ann Kitchen.

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



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2021-249

Agenda Date: 4/13/2022

Approval of minutes from the January 12, 2022 Operations, Planning and Safety Committee meeting.

Minutes
Capital Metropolitan
Transportation Authority
Operations, Planning and Safety
Committee

2910 East 5th Street
Austin, TX 78702

Wednesday, January 12, 2022

1:30 PM

2910 East 5th Street, Austin, TX 78702

I. Call to Order

1:35 p.m. Meeting Called to Order

Present	Ann Kitchen, Jeffrey Travillion, Sabino Renteria, and Eric Stratton
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II. Public Comment

Zenobia Joseph provided public comment.

III. Action Items

1. Approval of minutes from the January 14, 2022 Operations, Planning and Safety Committee meeting.

A motion was made by Travillion, seconded by Stratton, that this Minutes be adopted. The motion carried by the following vote:

Aye: Kitchen, Travillion, Renteria, and Stratton

2. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a Multiple Use Agreement (MUA) between Capital Metropolitan Transportation Authority (Capital Metro) and the Texas Department of Transportation (TxDOT) for the construction, maintenance, and operation of current and future bus stops and MetroRapid stations in TxDOT right of way.

A motion was made by Stratton, seconded by Travillion, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 1/24/2022. The motion carried by the following vote:

Aye: Kitchen, Travillion, Renteria, and Stratton

3. Approval of a resolution authorizing the President & CEO to finalize and execute a contract with Trapeze Software Group, Inc. for software licensing, maintenance, and support for one (1) base year with four (4) option years, in an amount not to exceed \$3,254,599.

A motion was made by Stratton, seconded by Renteria, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 1/24/2022. The motion carried by the following vote:

Aye: Kitchen, Travillion, Renteria, and Stratton

4. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with BMR Janitorial & Pressure Washing Service, LLC for the fueling and interior and exterior cleaning of transit revenue vehicles in an amount not to exceed \$3,557,818 for a three-year contract.

A motion was made by Travillion, seconded by Renteria, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 1/24/2022. The motion carried by the following vote:

Aye: Kitchen, Travillion, Renteria, and Stratton

5. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Bubble'z and Sudd'z for the interior and exterior cleaning of transit revenue vehicles in an amount not to exceed \$3,046,880 for a three-year period.

A motion was made by Travillion, seconded by Stratton, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 1/24/2022. The motion carried by the following vote:

Aye: Kitchen, Travillion, Renteria, and Stratton

IV. Presentations

1. Customer Satisfaction Survey
2. Customer Wi-Fi Update
3. Operations Update

V. Items for Future Discussion

VI. Adjournment

2:52 p.m. Meeting Adjourned

ADA Compliance

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

Committee Members: Ann Kitchen, Chair; Jeffrey Travillion, Pio Renteria and Eric Stratton..

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

Operations, Planning and Safety Committee **Item #:** AI-2022-345**Agenda Date:** 4/13/2022**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a Design-Build contract with Modern Railway Systems, Inc. for Positive Train Control (PTC) Optimization, Engineering, Construction and Support Services in an amount not to exceed \$6,000,000.

FISCAL IMPACT:

Funding for this action is available in the FY2022 Capital Budget and the 5-year Capital Improvement Plan.

STRATEGIC PLAN:**Strategic Goal Alignment:**

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> 1. Internal/External Customer Service Excellence | <input type="checkbox"/> 2. Stakeholder Engagement | |
| <input type="checkbox"/> 3. Financial and Environmental Sustainability | <input type="checkbox"/> 4. Staff Development | <input type="checkbox"/> 5. Agency Growth Management |

Strategic Objectives:

- | | | |
|--|--|---|
| <input checked="" type="checkbox"/> 1.1 Safety & Risk | <input checked="" type="checkbox"/> 1.2 Continuous improvement | <input type="checkbox"/> 1.3 Dynamic Change |
| <input type="checkbox"/> 1.4 Culture of Innovation | <input type="checkbox"/> 2.1 Be an Employer of Choice | <input type="checkbox"/> 2.2 Organization Development |
| <input type="checkbox"/> 2.3 Organization Culture | <input checked="" type="checkbox"/> 3.1 Resource optimization | <input type="checkbox"/> 3.2 Safety Culture |
| <input type="checkbox"/> 3.3 Environmental Leadership | <input type="checkbox"/> 4.1 Educate & Call to Action | <input type="checkbox"/> 4.2 Build Partnerships |
| <input checked="" type="checkbox"/> 4.3 Value of Transit | <input type="checkbox"/> 4.4 Project Connect | |

EXPLANATION OF STRATEGIC ALIGNMENT: Modern Railway Systems is the prime contractor who assisted Capital Metro in implementing a PTC system that complies with the federal mandate. They will lend their expertise once again in this Design-Build Contract to enable Capital Metro to optimize its existing PTC system and ensure we are providing our customers with a reliable, safe, and excellent transportation service.

BUSINESS CASE: Capital Metro has competitively procured the services of Modern Railway Systems to perform Positive Train Control (PTC) Optimization, Engineering, Construction and Support Services on its railroad. Capital Metro along with our consultants have identified opportunities to optimize its existing PTC system.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on April 13, 2022.

EXECUTIVE SUMMARY: On August 10, 2020, Capital Metro implemented a Positive Train Control (PTC) system on its regional rail corridor in response to a mandate from Congress via the 2008 Railroad Safety Improvement Act (RSIA). The RSIA required all railroads with regularly scheduled commuter rail passenger service to fully implement a Positive Train Control (PTC) system that increases safety by reducing human errors. Following the implementation of PTC, Capital Metro along with its O&M contractor and consultants have (1) identified opportunities to optimize our PTC technology to mitigate its impact on commuter and freight rail operational efficiency; and (2) identified the need for technical oversight of future construction that may impact the Positive Train Control system. Examples include PTC wayside and/or on-board software optimization and PTC technical oversight for potential double tracking in multiple locations along the Capital Metro PTC protected corridor.

DBE/SBE PARTICIPATION:

The DBE goal is 11%. The prime contractor will meet the goal utilizing the following DBE subcontractors:

DBE Subcontractors	Race/Gender	Services/Products	DBE Responsive
HAFCO Services Austin, TX	Hispanic/ Male	Furnish / Install Track Material	1%
Generation Cable Corp Atlanta, GA	White/ Female	Electrical Wire, Cable, Material Supply	2.5%
McAllen Signal and Boring McAllen, TX	Hispanic/ Female	Install Signal System	2.5%
JLM Strategic Talent Partners Long Beach, CA	Black/ Female	Supply- Personnel Staffing, administrative assistance	1.5%
Eagle Barricade McKinney, TX	Black/Female	Traffic Control	.50%
QN Management Solutions Dallas, TX	Asian/Male	Equipment procurement, scheduling, critical path review, time impact analysis	3%
			11%

PROCUREMENT: This procurement follows the Design-Build procurement process approved by the Board in 2016 to procure design and construction services. A Request for Qualifications (RFQ) was issued to develop a short list of qualified firms on August 17, 2021. One SOQ submittal was received from Modern Railway Systems (MRS) by the due date of September 17, 2021. Since there was only one proposal, the scope of work and pricing structure were discussed in several meetings with MRS. A Request for Proposal (RFP) was issued to MRS on February 2, 2022, to provide technical and price proposals. MRS submitted a proposal by the due date of March 4, 2022. An award of Indefinite-Quantity, Indefinite-Delivery Task Order contract is recommended to MRS. The term of the contract shall be five base (5) years with one (1) option year from the contract award date for a cumulative not-to exceed total amount of \$6,000,000.

RESPONSIBLE DEPARTMENT: Rail Operations

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

A1-2022-345

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to both optimize the existing PTC technology, and to expand the PTC technology onto the new railroad infrastructure being constructed in the central corridor; and

WHEREAS; the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to provide a safe, efficient, and reliable rail service to our customers; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to finalize and execute a Design-Build contract secured through competitive bidding.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to finalize and execute a Design-Build contract with Modern Railway Systems, Inc. for Optimization, Engineering, Construction and Support Services on Capital Metro's Commuter Rail Corridor in an amount not to exceed \$6,000,000.

**Secretary of the Board
Leslie Pool**

Date: _____

Operations, Planning and Safety Committee **Item #:** AI-2022-400

Agenda Date: 4/13/2022

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Jay-Reese Contractors, Inc. for the McKalla Station Advance Culvert Construction Project for \$3,271,035, plus \$490,656 (15% contingency) for a total not to exceed amount of \$3,761,691.

FISCAL IMPACT:

Funding for this action is available in the FY2022 Capital Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> 1. Internal/External Customer Service Excellence | <input type="checkbox"/> 2. Stakeholder Engagement | |
| <input type="checkbox"/> 3. Financial and Environmental Sustainability | <input type="checkbox"/> 4. Staff Development | <input type="checkbox"/> 5. Agency Growth Management |

Strategic Objectives:

- | | | |
|--|---|--|
| <input type="checkbox"/> 1.1 Safety & Risk | <input type="checkbox"/> 1.2 Continuous improvement | <input type="checkbox"/> 1.3 Dynamic Change |
| <input type="checkbox"/> 1.4 Culture of Innovation | <input type="checkbox"/> 2.1 Be an Employer of Choice | <input type="checkbox"/> 2.2 Organization Development |
| <input type="checkbox"/> 2.3 Organization Culture | <input type="checkbox"/> 3.1 Resource optimization | <input type="checkbox"/> 3.2 Safety Culture |
| <input type="checkbox"/> 3.3 Environmental Leadership | <input type="checkbox"/> 4.1 Educate & Call to Action | <input checked="" type="checkbox"/> 4.2 Build Partnerships |
| <input checked="" type="checkbox"/> 4.3 Value of Transit | <input checked="" type="checkbox"/> 4.4 Project Connect | |

EXPLANATION OF STRATEGIC ALIGNMENT: The McKalla rail station will serve as a key transit option for the greater community and stadium visitors and serve as an expanded daily service for the MetroRail Red Line. This station will ultimately replace Kramer Station when completed.

BUSINESS CASE: The project is an essential part of addressing the transportation and mobility needs of the Austin community, thereby increasing people's access to jobs, services and entertainment in a reliable, safe, and convenient manner. The station is anticipated to provide access from other transportation modes, such as travel by foot, bicycle, active transit modes, other public transit, or car. Large residential areas exist to the east of the proposed station, and major commercial, retail, and university areas are in the vicinity. The funding for this project is included in the FY 2022 capital budget and the five-year capital improvement plan.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on April 13, 2022.

EXECUTIVE SUMMARY: This contract is for McKalla Station Advanced Culvert Construction Project which is a part of the overall Double Track and Drainage Improvement Project. This sub-project was separated out to advance the underground culvert work before the overall double track work above ground is initiated. The project will include demolishing an existing bridge at MP 65.97 and replacing with four precast box culverts across the tracks and laying precast box culverts in parallel to the track on the Q2 stadium side. The project will total 1570 Linear Feet of precast concrete culverts and associated inlets, junction boxes, and stormwater manholes as per requirements, design criteria and technical specifications provided in the solicitation documents.

DBE/SBE PARTICIPATION:

The DBE goal is 15%. The prime contractor will exceed the goal utilizing the following DBE subcontractors:

DBE Subcontractors	Race/Gender	Services/Products	DBE Responsiveness
KLP Commercial Manor, TX	Native American/ Female	Precast Box Culverts	26.01%
J Arbor Contracting Manor, TX	Hispanic/ Female	Supply and Install Erosion Control	1.28%
JAG Trucking Georgetown, TX	Hispanic/ Male	Hauling Services	0.76%
Alpha Ready Mix Hutto, TX	Hispanic/ Female	Concrete Supplier	0.61%
			28.66%

PROCUREMENT: On February 21, 2022, an Invitation for Bids was issued and formerly advertised. By the closing date of March 23, 2022, three (3) bids were received from the following bidders:

Bidder	Total Amount
Jay-Reese Contractors, Inc.	\$ 3,271,035.00
Herzog Contracting, Inc.	\$ 4,235,916.50
MA Smith Contracting Co.	\$ 4,728,088.00

Jay-Reese Contractors, Inc. was the lowest, responsive, responsible bidder and submitted all the required documents with their bid, which was received prior to the established date and time for the receipt of bids. Jay-Reese has performed previous contracts for CapMetro including the Construction of Downtown Multimodal Station. A financial analysis was conducted revealing no financial concerns reflecting that the firm has the adequate financial resources and capacity to conduct the work. Jay-Reese Contractors is not debarred on the Federal or State Debarred vendor lists. The price was determined to be fair and reasonable based on adequate competition. The contract is a fixed, unit price contract. The period of performance is 165 calendar days from notice to proceed.

RESPONSIBLE DEPARTMENT: Capital Construction & Facilities Management

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2022-400

WHEREAS, The Capital Metropolitan Transportation Authority Board of Directors and Capital Metro Management endeavor to provide the best customer experience and to better serve Central Texas residents; and

WHEREAS, The Capital Metropolitan Transportation Authority Board of Directors and Capital Metro Management recognize the need to award a contract for McKalla Station Advance Culvert Construction Project to initiate the construction of the new rail station.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to finalize and execute a contract with Jay-Reese Contractors, Inc. for the McKalla Station Advance Culvert Construction Project for \$3,271,035, plus \$490,656 (15% contingency) for a total not to exceed amount of \$3,761,691.

**Secretary of the Board
Leslie Pool**

Date: _____



Project Connect McKalla Rail Station

CapMetro Board of Directors – April 2022



McKalla MetroRail Station – Project Description

Project 1: Double tracking, drainage, signals, PTC modification, railroad crossings, shared use path

Project 2: Station, canopies, customer amenities

Real Estate Needs:

- East side of rail right-of-way (CapMetro)
- Shared use path easement (City of Austin)



CapMetro Board of Directors Actions related to construction of McKalla Station

March 2022

- Contract methodology and construction management services for Project 1

April 2022

- Construction contract for culvert work (part of Project 1)

May 2022

- Interlocal Agreement with the City of Austin for betterments (wastewater line upgrades & shared-use path cost sharing)

August 2022

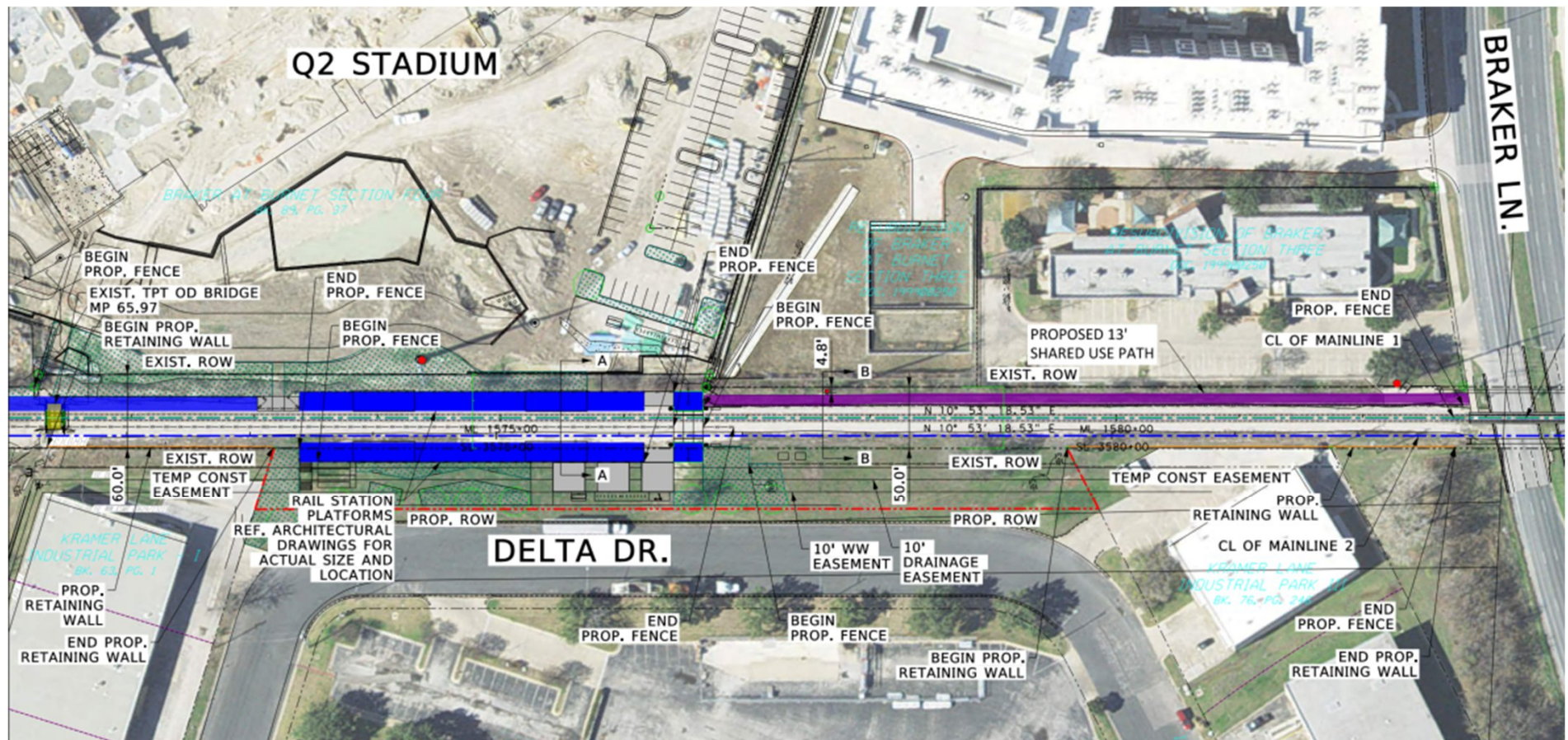
- Contract award for Project 2

Potential Future Needs

- Land acquisition of property east of rail right of way (pending property owner agreement)
- Q2 Stadium Plaza Construction Modifications
- Temporary construction easements



McKalla MetroRail Station



Shared Use Path for Bikes and Pedestrians (purple)

4



McKalla Station Rendering





Thanks for joining us.
Visit ProjectConnect.com for more information.



Operations, Planning and Safety Committee **Item #:** AI-2022-403

Agenda Date: 4/13/2022

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute an agreement regarding Lakeline Park and Ride Improvements (the “Agreement”) with Sabot-Lakeline, LLC (Sabot), under which CapMetro will grant licenses to Sabot to improve, maintain and share use of the Lakeline Park and Ride driveway and install related amenities, with the construction of such improvements and amenities being at Sabot’s sole cost and expense.

FISCAL IMPACT:

This action has no fiscal impact.

STRATEGIC PLAN:

Strategic Goal Alignment:

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> 1. Internal/External Customer Service Excellence | <input type="checkbox"/> 2. Stakeholder Engagement | |
| <input type="checkbox"/> 3. Financial and Environmental Sustainability | <input type="checkbox"/> 4. Staff Development | <input type="checkbox"/> 5. Agency Growth Management |

Strategic Objectives:

- | | | |
|---|--|--|
| <input type="checkbox"/> 1.1 Safety & Risk | <input checked="" type="checkbox"/> 1.2 Continuous improvement | <input type="checkbox"/> 1.3 Dynamic Change |
| <input checked="" type="checkbox"/> 1.4 Culture of Innovation | <input type="checkbox"/> 2.1 Be an Employer of Choice | <input type="checkbox"/> 2.2 Organization Development |
| <input type="checkbox"/> 2.3 Organization Culture | <input checked="" type="checkbox"/> 3.1 Resource optimization | <input type="checkbox"/> 3.2 Safety Culture |
| <input type="checkbox"/> 3.3 Environmental Leadership | <input type="checkbox"/> 4.1 Educate & Call to Action | <input checked="" type="checkbox"/> 4.2 Build Partnerships |
| <input type="checkbox"/> 4.3 Value of Transit | <input type="checkbox"/> 4.4 Project Connect | |

EXPLANATION OF STRATEGIC ALIGNMENT: Under this Agreement, Sabot, which is developing the property adjacent to Lakeline Park and Ride, will improve the Lakeline Park and Ride driveway in a manner beneficial to operations. It is expected that ridership will increase by an improved facility that supports Sabot’s mixed used development adjacent to the Park and Ride.

BUSINESS CASE: Under the Agreement, Sabot, the developer of a mixed use development located adjacent to the Lakeline Park and Ride, will improve the Park and Ride driveway and add amenities, at Sabot’s sole expense. Sabot have certain maintenance obligations with respect to the improvements. These

improvements are beneficial for CapMetro's operations and, the partnership will support Sabot's new mixed-used development, which, in turn, should increase ridership.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on April 13, 2022.

EXECUTIVE SUMMARY: Sabot is currently developing a mixed-use project adjacent to the Lakeline Park and Ride. Under this Agreement, CapMetro will convey a license to Sabot to improve the Park and Ride driveway, including, but not limited to, constructing a dedicated bus lane, a bike lane with landscaping, parking spaces (for Sabot's exclusive use), and a sidewalk as well as installing picnic table and benches, lighting, an entrance sign, way-finding signage, and a new CapMetro monument sign. The Agreement also provides that CapMetro will convey a long-term maintenance and use license to Sabot, under which Sabot will be responsible for certain maintenance obligations, at Sabot's cost.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: N/A

RESPONSIBLE DEPARTMENT: Planning and Development

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2022-403

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors is dedicated to pursuing innovative and productive partnerships that will improve CapMetro’s mass transit operations to better serve the community; and

WHEREAS, Sabot-Lakeline, LLC (“Sabot”) is developing a mixed use development adjacent to CapMetro’s Lakeline Park and Ride and desires to improve, at Sabot’s sole cost and expense, the driveway at Lakeline Park and Ride in a manner that is beneficial to both parties; and

WHEREAS, CapMetro is willing to enter into an agreement with Sabot under which CapMetro will grant licenses to Sabot for (i) the construction and installation of improvements, including but not limited to, a dedicated bus lane, a bike lane with landscaping, parking and a sidewalk, picnic table and benches, lighting, and signage, at Sabot’s sole cost and expense and (ii) Sabot’s use and maintenance of such improvements.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to finalize and executed an agreement regarding Lakeline Park and Ride Improvements, under which CapMetro will (i) grant to Sabot a license to construct, at Sabot’s cost and expense, improvements to Lakeline Park and Ride driveway and (ii) agree to enter into a License and Maintenance Agreement under which Sabot may jointly use the improvements and Sabot will be responsible for certain maintenance obligations, at Sabot’s cost.

Date: _____

**Secretary of the Board
Leslie Pool**

Operations, Planning and Safety Committee **Item #:** AI-2021-273

Agenda Date: 4/13/2022

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with GTS Technology Solutions, Inc. for passenger WiFi technology in an amount not to exceed \$258,326.

FISCAL IMPACT:

Funding for this action is available in the FY2022 Capital Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> 1. Internal/External Customer Service Excellence | <input type="checkbox"/> 2. Stakeholder Engagement | |
| <input checked="" type="checkbox"/> 3. Financial and Environmental Sustainability | <input type="checkbox"/> 4. Staff Development | <input type="checkbox"/> 5. Agency Growth Management |

Strategic Objectives:

- | | | |
|---|--|---|
| <input type="checkbox"/> 1.1 Safety & Risk | <input checked="" type="checkbox"/> 1.2 Continuous improvement | <input type="checkbox"/> 1.3 Dynamic Change |
| <input type="checkbox"/> 1.4 Culture of Innovation | <input type="checkbox"/> 2.1 Be an Employer of Choice | <input type="checkbox"/> 2.2 Organization Development |
| <input type="checkbox"/> 2.3 Organization Culture | <input checked="" type="checkbox"/> 3.1 Resource optimization | <input type="checkbox"/> 3.2 Safety Culture |
| <input type="checkbox"/> 3.3 Environmental Leadership | <input type="checkbox"/> 4.1 Educate & Call to Action | <input type="checkbox"/> 4.2 Build Partnerships |
| <input type="checkbox"/> 4.3 Value of Transit | <input type="checkbox"/> 4.4 Project Connect | |

EXPLANATION OF STRATEGIC ALIGNMENT: Maintaining and acquiring WiFi technology in a state of good repair ensures stable and reliable systems for passengers using internet connectivity onboard vehicles. This helps to provide customer service excellence and allows for staff to better manage equipment when technology is updated.

BUSINESS CASE: Capital Metro offers passenger WiFi on MetroExpress, MetroRapid, and MetroRail services that have limited stops and passengers are onboard for a longer period of time compared to MetroBus routes that have frequent stops. The WiFi service is widely used and offers passengers free internet access. The WiFi is shared among all passengers and is not intended to be used for passengers needing streaming services but instead for light internet use such as website browsing, email, and viewing short video clips. The technology being implemented will provide 4G LTE service and will allow us to support more robust 5G services when that

becomes available. The lifecycle of this equipment is 5 years and will cover 55 MetroRapid vehicles.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on April 13, 2022.

EXECUTIVE SUMMARY: This contract will provide for the acquisition of WiFi technology to replace similar equipment that is past its useful life to provide passengers with reliable and stable internet access onboard 55 MetroRapid vehicles. The technology installed will support 5G service once that becomes available.

DBE/SBE PARTICIPATION: No SBE goal is assigned to this procurement due to no subcontracting opportunity

PROCUREMENT: The Authority will utilize the Department of Information Resources (DIR) Contract No. DIR-CPO-4751 and DIR Contract No. DIR-CPO-4754 held by GTS Technology Solutions, Inc. to resell Communication Hardware, Licensing/ Support, and Installation Services.

DIR awarded contracts are made available for use by Capital Metro via Title 7, Intergovernmental Relations Chapter 791, Interlocal Cooperation Contracts and The Texas Interlocal Cooperation Act. Purchases made using DIR contracts satisfy otherwise applicable competitive bidding requirements. Texas Government Code, Section 2054.0565 (b) states that DIR Contracts meet competitive requirements for all governmental entities.

The term of the contract is one (1) year from Notice to Proceed. The following is GTS Technology Solutions not to exceed lump sum amount for the contract:

Description	Lump Sum Amount
Provide Routers, Antennas, Licensing/ Support, and Installation Services for Passenger WiFi Technology	\$258,326

The contract is fixed price.

RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2021-273

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to provide adequate state of good repair for the passenger WiFi technology; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to provide continued passenger WiFi to passengers.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to finalize and execute a contract with GTS Technology Solutions, Inc. for passenger WiFi technology in an amount not to exceed \$258,326.

Date: _____

**Secretary of the Board
Leslie Pool**

Operations, Planning and Safety Committee **Item #:** AI-2022-342

Agenda Date: 4/13/2022

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute an amendment to the Interlocal Agreement (ILA) with the Capital Area Rural Transportation System (CARTS) to clarify ongoing maintenance responsibilities and contribute \$78,834 for additional improvements to the Eastside Bus Plaza (EBP) located at East Cesar Chavez Street and Shady Lane.

FISCAL IMPACT:

Funding for this action is available in the FY2022 Capital Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> 1. Internal/External Customer Service Excellence | <input type="checkbox"/> 2. Stakeholder Engagement | |
| <input type="checkbox"/> 3. Financial and Environmental Sustainability | <input type="checkbox"/> 4. Staff Development | <input type="checkbox"/> 5. Agency Growth Management |

Strategic Objectives:

- | | | |
|---|--|--|
| <input type="checkbox"/> 1.1 Safety & Risk | <input checked="" type="checkbox"/> 1.2 Continuous improvement | <input type="checkbox"/> 1.3 Dynamic Change |
| <input type="checkbox"/> 1.4 Culture of Innovation | <input type="checkbox"/> 2.1 Be an Employer of Choice | <input type="checkbox"/> 2.2 Organization Development |
| <input type="checkbox"/> 2.3 Organization Culture | <input type="checkbox"/> 3.1 Resource optimization | <input type="checkbox"/> 3.2 Safety Culture |
| <input type="checkbox"/> 3.3 Environmental Leadership | <input type="checkbox"/> 4.1 Educate & Call to Action | <input checked="" type="checkbox"/> 4.2 Build Partnerships |
| <input type="checkbox"/> 4.3 Value of Transit | <input type="checkbox"/> 4.4 Project Connect | |

EXPLANATION OF STRATEGIC ALIGNMENT: These improvements completed under this amended agreement will better serve customers and provide an improved transit experience.

BUSINESS CASE: This agreement supports improved customer information and customer amenities at the CARTS Eastside Bus Plaza, a partnership project between Capital Metro and CARTS.

COMMITTEE RECOMMENDATION: This agenda item was presented and is recommended for approval by the Operations, Planning and Safety Committee on April 13, 2022.

EXECUTIVE SUMMARY: In 2019, the Capital Metro Board approved an Interlocal Agreement with CARTS to jointly develop and operate the CARTS Eastside Bus Plaza, which opened in 2021. During the development of that site,

additional improvements to the southwest corner of the site were identified and determined to be mutually beneficial customer improvements including lighting, landscaping and a clock tower. Under this agreement, Capital Metro will contribute \$78,834 for those improvements. The agreement is also being updated to allow for a mechanism for addressing future maintenance needs that were not originally contemplated in the agreement.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Capital Projects

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2022-342

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and management endeavor to continue the partnership with the Capital Area Rural Transportation System; and

WHEREAS, Capital Metro desires to provide a high quality customer experience through improved transit facilities and operations.

NOW, THEREFORE, BE IT RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors authorizes the President & CEO, or his designee, to finalize and execute an amendment to the Interlocal Agreement (ILA) with the Capital Area Rural Transportation System (CARTS) to clarify ongoing maintenance responsibilities and contribute \$78,834 for additional improvements to the Eastside Bus Plaza (EBP) located at East Cesar Chavez Street and Shady Lane.

Date: _____

**Secretary of the Board
Leslie Pool**

**AMENDMENT ONE
TO THE
EASTSIDE BUS PLAZA INTERLOCAL COOPERATION AGREEMENT
BY AND BETWEEN
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
AND
CAPITAL AREA RURAL TRANSPORTATION SYSTEM**

This Amendment One (this “Amendment”) to the Interlocal Cooperation Agreement is made by and between Capital Metropolitan Transportation Authority, a political subdivision of the State of Texas organized under Chapter 451 of the Texas Transportation Code (“Capital Metro”) and the Capital Area Rural Transportation System, political subdivision of the State of Texas organized under Chapter 458 of the Texas Transportation Code (“CARTS”). Capital Metro and CARTS are referred to in this Amendment One individually as a “Party” and collectively as the “Parties”.

RECITALS

- A. Capital Metro and CARTS entered into that certain Interlocal Cooperative Agreement dated effective September 9, 2019 (the “Agreement”), for the development, operation, and maintenance of the Eastside Bus Plaza (the “EBP”).
- B. The Parties presently desire to amend the Agreement to provide for additional funding and maintenance obligations related to the EBP as described herein.
- C. The Parties intend to conform the Agreement, as amended hereby, in all respects with the Interlocal Cooperation Act, Texas Government Code Chapter 791.

AGREEMENT

- 1. **Financial Contribution.**
 - a. Capital Metro will provide additional funding for the southwest corner identity improvements (tower, walls, landscaping, LED Clock/DMS, etc.) for the EBP in an amount not to exceed Seventy-Eight Thousand Eight Hundred Thirty-Three Dollars and 77/100 (\$78,833.77).
 - b. Capital Metro will provide its funding to CARTS no later than thirty (30) days after the delivery of an acceptable invoice to Capital Metro.
 - c. Any additional funding will require the prior written approval of Capital Metro.
- 2. **Additional Maintenance.** In addition to the maintenance responsibilities contemplated in Section 6 of the Agreement, additional unforeseen maintenance needs for the EBP may be identified, in which case the Parties may mutually agree, through their designated representatives, on the performance of those tasks in a manner that distributes the maintenance burden, including associated costs, between the Parties proportional to the amount of services being operated by each Party at the EBP.
- 3. **Entire Agreement.** The terms of this Amendment are in addition to, and construed together with, the terms of the Agreement. In the event of conflict in any language in the Agreement and this Amendment, the language in this Amendment will control.

4. **Capitalized Terms.** Capitalized items used in this Amendment and not otherwise defined have the meanings assigned to them in the Agreement.

IN WITNESS WHEREOF, this Amendment has been signed by an authorized representative of each Party, to be effective as of the last signature date below.

**CAPITAL METROPOLITAN
TRANSPORTATION AUTHORITY**

Name: _____
Title: _____
Signature Date _____

**CAPITAL AREA RURAL TRANSPORTATION
SYSTEM**

Name: _____
Title: _____
Signature Date _____

Operations, Planning and Safety Committee **Item #:** AI-2022-354

Agenda Date: 4/13/2022

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Diligent for a Governance, Risk, and Compliance system for a base period of 1 year and 3 option years in an amount not to exceed \$1,537,786.

FISCAL IMPACT:

Funding for this action is available in the FY2022 Capital Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> 1. Internal/External Customer Service Excellence | <input type="checkbox"/> 2. Stakeholder Engagement | |
| <input checked="" type="checkbox"/> 3. Financial and Environmental Sustainability | <input type="checkbox"/> 4. Staff Development | <input type="checkbox"/> 5. Agency Growth Management |

Strategic Objectives:

- | | | |
|---|--|--|
| <input checked="" type="checkbox"/> 1.1 Safety & Risk | <input checked="" type="checkbox"/> 1.2 Continuous improvement | <input type="checkbox"/> 1.3 Dynamic Change |
| <input checked="" type="checkbox"/> 1.4 Culture of Innovation | <input type="checkbox"/> 2.1 Be an Employer of Choice | <input type="checkbox"/> 2.2 Organization Development |
| <input type="checkbox"/> 2.3 Organization Culture | <input checked="" type="checkbox"/> 3.1 Resource optimization | <input checked="" type="checkbox"/> 3.2 Safety Culture |
| <input type="checkbox"/> 3.3 Environmental Leadership | <input type="checkbox"/> 4.1 Educate & Call to Action | <input type="checkbox"/> 4.2 Build Partnerships |
| <input checked="" type="checkbox"/> 4.3 Value of Transit | <input type="checkbox"/> 4.4 Project Connect | |

EXPLANATION OF STRATEGIC ALIGNMENT: A robust Governance, Risk, and Compliance system (GRC) will allow Capital Metro to centralize management of all information used to track and monitor performance activities such as risk plans, internal audits, safety management plans, and contract performance management. Customer service excellence and financial sustainability will be achieved by having this centralized to achieve streamlined, efficient, and scalable management allowing Capital Metro to gain deeper insight and take actions based on quantifiable data.

BUSINESS CASE: The Internal Audit department uses a small system to track audits and store relevant information. This system is past its useful life and will need to be replaced. At the same time, many departments receive audit/compliance reports and conduct compliance management and safety management

that are carried out manually using spreadsheets. The current system used by Internal Audit is only good for internal audits with limited functionality. Acquisition of a tool that serves multiple departments and documents the compliance program would significantly benefit Capital Metro and reduce risk. An FTA Quadrennial Performance Audit report issued in January 2021 recommended that Capital Metro explore implementing a system to drive consistency across all compliance activities that occur in Bus, Rail, and Demand Response related to their respective service provider contracts. This GRC will allow Capital Metro to achieve a more comprehensive view of all risk and compliance activities, streamline workflows, safety management, and analyze data to reduce risk, and also provide reports to enable data driven decisions. At the same time, the system will be scalable to address current and future business growth needs.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on April 13, 2022.

EXECUTIVE SUMMARY: Capital Metro will be implementing a GRC system to achieve a more comprehensive view of all risk and compliance activities, streamline workflows, and analyze data to reduce risk, and provide reports to enable data driven decisions. Performance activities such as risk plans, internal audits, safety management plans, and contract performance management are essential to effectively manage the agency and comply with the recommendations received in the 2021 Quadrennial Performance Audit report. To help ensure that Capital Metro procures a best-fit system that meets the current and future business needs of the entire agency and to ensure that it is implemented most effectively, Capital Metro will be procuring the HighBond GRC system and implementation services from Diligent. The system will address all Capital Metro current needs and provide an excellent platform for growth. The implementation services will examine our business needs and deliver a fully functional system to include migration of data, training, organizational adoption, as well as ongoing managed services for maintenance and support.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: The Authority will utilize the Department of Information Resources (DIR) Contract No. DIR-TSO-4313 held by ACL Services Ltd., for Audit Management Solutions, providing Enterprise Risk, Governance Risk, Performance, and Compliance Management Software and Service.

DIR awarded contracts are made available for use by Capital Metro via Title 7, Intergovernmental Relations Chapter 791, Interlocal Cooperation Contracts and The Texas Interlocal Cooperation Act. Purchases made using DIR contracts satisfy otherwise applicable competitive bidding requirements. Texas Government Code, Section 2054.0565 (b) states that DIR Contracts meet competitive requirements for all governmental entities.

7.5.a

The Contract base term is one (1) year with three (3) one-year options for renewal. The following are not to

exceed amounts provided by ACL Services Ltd. for base and option years:

Description	Pr ici n g
Base Year - HighBond GRC Software Licensing and Implementation Services	\$ 5 0 0, 7 8 2. 2 5
Option Year 1 - HighBond GRC Software Licensing Renewal	\$ 3 2 8, 9 4 6. 3 6
Option Year 2 - HighBond GRC Software Licensing Renewal	\$ 3 4 5, 3 9 3. 6 8
Option Year 3 - HighBond GRC Software Licensing Renewal	\$ 3 6 2, 6 6 3. 3 7
Grand Total for Base and Option Years:	\$1,53

The contract is fixed price.

RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2022-354

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to implement a Governance, Risk, and Compliance System; and

WHEREAS the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to procure and implement a best-fit Governance, Risk, and Compliance System that will provide improved features for risk management, contract compliance management and other key performance tracking activities that will meet current and future business growth.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to finalize and execute a contract with Diligent for a Governance, Risk, and Compliance system for a base period of 1 year and 3 option years in an amount not to exceed \$1,537,786.

Secretary of the Board

Date: _____

Leslie Pool



Governance Risk and Compliance Tool Overview

GRC Tool Overview



Summary

A Governance Risk and Compliance tool helps organizations ensure they are meeting internal and external compliance and risk standards.

Compliance Tool

Risk Remediation Tool

Dashboard and Reporting Tool

Operations

Automate critical QA activities for vendor contract compliance, such as SLAs and preventative maintenance.

Improve the efficacy of our internal controls by moving from manual processes to more automation.

Monitor metrics such as KPIs, SLAs, incentive and disincentive payments as per the contract.

Safety

Can use pre-configured regulatory and controls or customize per the agency's needs.

Identify, assess, mitigate, and manage hazards and associated risks, for safer operating and workplace environments.

Streamline the collection of sensitive and timely data to continuously analyze, monitor and improve.

Internal Audit

Manage audit engagements, to create, plan, scope and conduct internal audits across business functions.

Consolidate all audit findings and associated recommendations across audits as well as FTA requirements against remediation efforts.

Create one-click reports to keep stakeholders informed.

Technology

Create an end-to-end IT risk and compliance management program to prevent, identify and mitigate risks.

Manage threats and vulnerabilities to enhance risk resilience both internally and from third-party incidence.

Automate data in real-time, from fraud detection to asset tracking.

GRC Tool Benefits



Why HighBond

HighBond is an enterprise governance software platform that meets the current and future needs of CapMetro. Teams across Internal Audit, Safety, Procurement, Risk, Finance, and Technology who will use the system were part of the selection process.



Strengthens Existing Processes

Tool enables teams to identify, monitor and manage risks and continuously evolve processes in order to improve compliance and meet the agency's goals.



Transparent Reporting

Reporting to improve visibility across the organization, with the ability to set-up "one-click" reports and dashboards.



Advanced Analytics

Real time integrated analytics are built into the system, allowing team members to identify and assess risk in real time.



Data Security

Data is stored in the secured cloud and will be kept confidential, so that only those with password access will be able to gain access.

CapMetro

Thank you!

Operations, Planning and Safety Committee **Item #:** AI-2022-405

Agenda Date: 4/13/2022

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to implement the June 2022 Service Changes.

FISCAL IMPACT:

Funding for this action is available in the FY2022 Operating Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> 1. Internal/External Customer Service Excellence | <input type="checkbox"/> 2. Stakeholder Engagement | |
| <input type="checkbox"/> 3. Financial and Environmental Sustainability | <input type="checkbox"/> 4. Staff Development | <input type="checkbox"/> 5. Agency Growth Management |

Strategic Objectives:

- | | | |
|---|--|--|
| <input type="checkbox"/> 1.1 Safety & Risk | <input checked="" type="checkbox"/> 1.2 Continuous improvement | <input checked="" type="checkbox"/> 1.3 Dynamic Change |
| <input type="checkbox"/> 1.4 Culture of Innovation | <input type="checkbox"/> 2.1 Be an Employer of Choice | <input type="checkbox"/> 2.2 Organization Development |
| <input type="checkbox"/> 2.3 Organization Culture | <input type="checkbox"/> 3.1 Resource optimization | <input type="checkbox"/> 3.2 Safety Culture |
| <input type="checkbox"/> 3.3 Environmental Leadership | <input type="checkbox"/> 4.1 Educate & Call to Action | <input type="checkbox"/> 4.2 Build Partnerships |
| <input type="checkbox"/> 4.3 Value of Transit | <input type="checkbox"/> 4.4 Project Connect | |

EXPLANATION OF STRATEGIC ALIGNMENT: Service Changes are in accordance with Capital Metro's Service Standards. These changes are designed to meet Goals 1-4 in Capital Metro's Strategic Plan:

- 1). Deliver the best possible customer experience,
- 2). Demonstrate Regional Leadership,
- 3). Demonstrate the value of public transportation in a dynamic community,
- 4). Continue to improve organizational practices and develop staff.

BUSINESS CASE: These changes are intended to improve the overall customer experience with a focus on on-time performance through the minor modification of select services.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on April 13, 2022.

EXECUTIVE SUMMARY: The June 2022 service changes continue the COVID service levels established with the September 2021 service change. Minor schedule adjustments are proposed, with continued suspension of some services. Staff recommends the following minor changes for final approval at the April board meeting:

- **Minor Schedule Adjustments** - To improve on-time performance, select routes may receive minor adjustments to their schedules.
- **Summer Service Adjustments** - Normal transition will occur on UT routes, and select trips on mainline routes to summer service levels.
- **Continued Service Suspension** - Express routes 981 and 987, as well as all E-bus service, will remain suspended.
- **MetroRail** - MetroRail on weekdays may receive minor schedule adjustments to ensure more efficient and reliable service. In addition, planned maintenance work is scheduled between July 2nd through 10th

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Planning and Development

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2022-405

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management continue to support the recovery of the City of Austin from the COVID-19 crisis; and

WHEREAS, the June 2022 Service Changes will continue to rebuild ridership while minimizing impacts on current customers; and

WHEREAS, no equity analysis or public hearing was required because none of the proposed changes met the major service change threshold.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to implement June 2022 Service Changes described in the attached document beginning Sunday, May 29, 2022.

Date: _____

**Secretary of the Board
Leslie Pool**



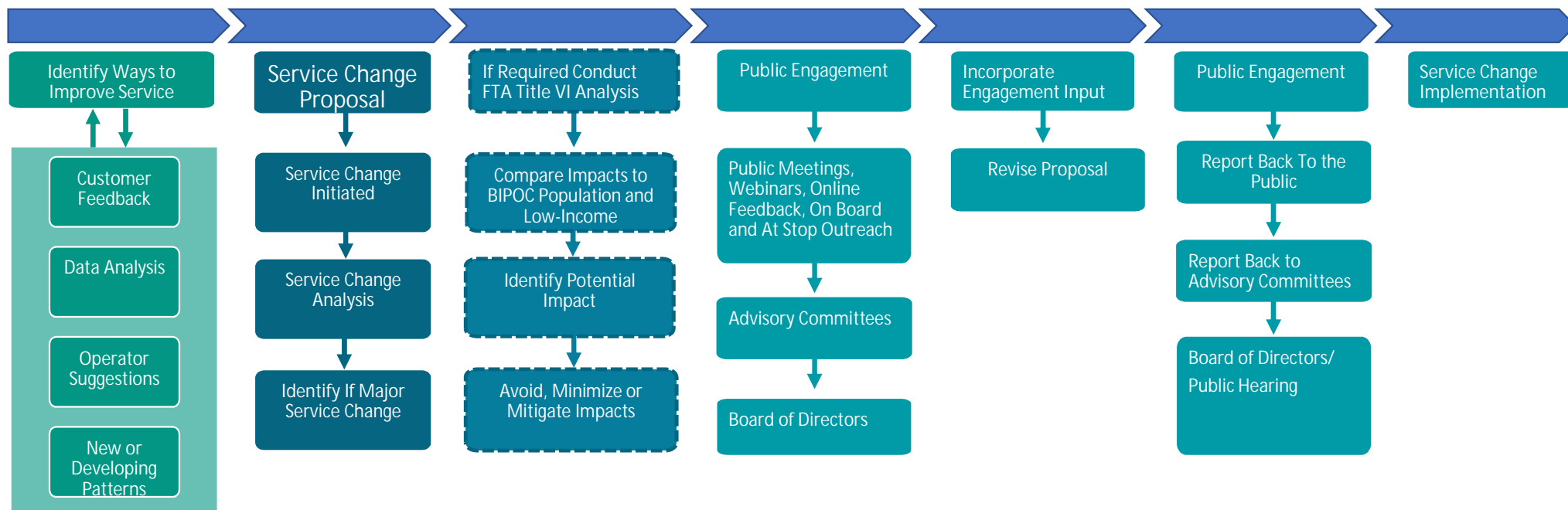
June 2022 Service Change

April 2022 Board Meeting

Service Change Overview

- Purpose: to Evaluate Current Conditions and make service adjustments
- During a service change process, we:
 - Identify Ways to Improve Service
 - Develop a Service Change Proposal
 - Engage with the Public throughout the Process
- Service changes currently occur every Winter, Spring, and Fall to correspond with changing customer needs and patterns

Service Change Process & Regulatory Framework



Conceptual Framework













Note: We monitor Ridership and Customer Care Reports daily


Service Changes and COVID


- COVID impacted our services with effects on staffing, new health safety protocols, and the large shift in working from home.
- In response to the evolving COVID pandemic, we had to make changes to our service more than 3 times a year.
- Our service had to undergo several changes including adjusting service to meet the needs of our essential workers and ensuring we serve essential destinations (i.e., grocery stores and medical facilities).
- With improving covid conditions we will be returning to the standard process with scheduled Winter, Spring, and Fall service changes.


COVID-19 Risk-Based Guidelines Chart

Hospitals, nursing homes and congregate facilities including jails and shelters follow APH guidelines—or—the facilities' regulatory policy.

COVID-19 Community Levels	Gatherings		Dining		Shopping	
	Up to date	At risk	Up to date	At risk	Up to date	At risk
Low						
Medium <small>Mask when social distancing is not possible.</small>						
High						

 Places that require vaccines and masks may pose a lower risk.

 Mask optional, continue washing hands and other hygiene precautions. People may choose to mask at any time. Anyone with symptoms, a positive test, or exposure to someone with COVID-19 should wear a mask according to CDC guidance.

 Take prevention measures: wear a mask, wash your hands and social distance following CDC guidelines.

CDC's COVID-19 Community Level recommendations do not change current travel requirements, including the requirement to wear masks on public transportation and indoor in U.S. transportation hubs.

Up to date: A person has received all recommended COVID-19 vaccines and boosters.

At risk: Talk to your doctor to determine whether you are at risk.

Source: <https://covid.cdc.gov/covid-data-tracker/#alexandria-home>

January 2022 Service Changes

Minor Adjustments of Service

- Adjusted Running Times – Minor adjustments to schedules due to ridership / travel conditions

Maintained Service Levels

- MetroRail – Continued reduced service levels
- MetroExpress & Flyers – Continued reduced service levels
- E-Bus – Continued suspension of service



Overview of Proposed Summer 2022 Service Changes

- Service Adjustments
 - Adjust Running Times – Minor adjustments to schedules to improve on-time performance
 - Summer Service Adjustment – Normal transition on UT routes, and on select route trips to summer service levels
 - Continued Service Suspension – MetroExpress (routes 981 and 987) and E-bus service remain suspended
 - MetroRail – Minor schedule adjustments on Weekdays and/or Saturdays to ensure more efficient and reliable service.
 - In addition, planned maintenance work is scheduled between July 2nd through 10th.
- No Title VI Analysis required
- Operator shortages are experienced by transit agencies nationwide since onset of COVID and all service adjustments are subject to this ongoing impact.
- Capital Metro is actively recruiting, hiring and training new operators and vehicle maintenance team members to deliver more service.

Looking Forward

- Fall 2022 Service Change
 - Introduction of proposed new PickUp service in Northeast Austin (replacing Route 233)
 - We will plan for more service as staffing constraints improve
 - Some commuter service will remain reduced due to low ridership
- Winter 2023
 - Minor changes to address changing conditions
- Next Major Change – mid 2023
 - MetroRapid Expo and PV and other adjustments to network



Continue to monitor ridership and staffing levels and supplement where we are able

CapMetro

Thank you!

Operations, Planning and Safety Committee **Item #:** AI-2022-398

Agenda Date: 4/13/2022

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to modify the KPMG, LLC contract # 200611 for Enterprise Resource Planning (ERP) Consulting services, increasing the previous Board authorized amount by \$593,980, plus a contingency amount of \$750,000, for the addition of two technical resources to work on integrations, security and workflows within the Oracle Enterprise Resource Planning (ERP) system for a new not-to-exceed amount of \$4,384,356.

FISCAL IMPACT:

Funding for this action is available in the FY2022 Capital Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

- | | | |
|---|--|--|
| <input type="checkbox"/> 1. Internal/External Customer Service Excellence | <input type="checkbox"/> 2. Stakeholder Engagement | |
| <input checked="" type="checkbox"/> 3. Financial and Environmental Sustainability | <input checked="" type="checkbox"/> 4. Staff Development | <input type="checkbox"/> 5. Agency Growth Management |

Strategic Objectives:

- | | | |
|---|---|---|
| <input type="checkbox"/> 1.1 Safety & Risk | <input type="checkbox"/> 1.2 Continuous improvement | <input type="checkbox"/> 1.3 Dynamic Change |
| <input type="checkbox"/> 1.4 Culture of Innovation | <input type="checkbox"/> 2.1 Be an Employer of Choice | <input type="checkbox"/> 2.2 Organization Development |
| <input type="checkbox"/> 2.3 Organization Culture | <input checked="" type="checkbox"/> 3.1 Resource optimization | <input type="checkbox"/> 3.2 Safety Culture |
| <input type="checkbox"/> 3.3 Environmental Leadership | <input type="checkbox"/> 4.1 Educate & Call to Action | <input type="checkbox"/> 4.2 Build Partnerships |
| <input type="checkbox"/> 4.3 Value of Transit | <input type="checkbox"/> 4.4 Project Connect | |

EXPLANATION OF STRATEGIC ALIGNMENT: Our current financial management system is no longer actively maintained by the vendor and mainstream support for the system ended in October 2021. Capital Metro is implementing a new ERP system with Oracle facilitated by KPMG. As part of the State of Good Repair program, it is imperative to replace these mission-critical systems that are at the end of their useful life.

BUSINESS CASE: Capital Metro currently uses Microsoft Dynamics AX 2012 as the financial management system for the Authority, and UltiPro for human capital management and payroll. The systems are at the end of their useful life and do not satisfy current business needs for integrating mission-critical business data,

budget management, grant management, project accounting, reporting, business intelligence, payroll, employee benefits, recruiting, onboarding and human capital management. Capital Metro is implementing a new ERP system with Oracle facilitated by KPMG. Due to the increased integration needs between the ERP system and existing systems such as banking services, fare payment systems, p-card, data warehouse, asset management and other key systems, as well as ensuring that role-based security and workflows are implemented correctly, a need has been identified for two technical resources.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Finance, Audit and Administration Committee on April 13, 2022.

EXECUTIVE SUMMARY: Capital Metro is implementing a new ERP system to replace the out-of-lifecycle financial management, human capital management, and payroll systems. To help ensure that Capital Metro procures a best-fit system that meets the current and future business needs of the agency and to ensure that it is implemented most effectively, Capital Metro is seeking to add two technical resources to work on integrations, security and workflows within the new ERP system.

DBE/SBE PARTICIPATION: No SBE goal is assigned to this contract due to limited subcontracting availability.

PROCUREMENT: On July 20, 2020, following authorization by the Capital Metro Board of Directors, KPMG, LLP was awarded contract #200611 for Enterprise Resource Planning (ERP) Consulting services for a total not to exceed amount of \$2,381,291. On November 22, 2021, the Capital Metro Board of Directors authorized a contract modification to increase the original Board authorized amount by \$259,085, plus a contingency amount of \$250,000, for a new not-to-exceed amount of \$3,040,376. Modifications to the contract within the Procurement Policy of up to \$150,000 above the board award have been made to cover additional technical resources above the modified contract amount. This proposed modification will increase the total not-to-exceed amount by an additional \$593,980, plus a contingency amount of \$750,000, bringing the new not-to-exceed amount to \$4,384,356.

Description	Amount
Base Term	\$1,049,611
Option Periods 2 and 3	\$1,331,680
Modifications through October 1, 2021	\$150,000
Subtotal: July 2020 Board Award	\$2,531,291
Modification Amount	\$259,085
Contingency Amount	\$250,000
Subtotal: November 2021 Board Award	\$3,040,376
Proposed Modification	\$593,980
Contingency Amount	\$750,000

Final Not-to-Exceed Amount: April 2022	\$4,384,356
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RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2022-398

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to procure and implement a best-fit Enterprise Resource Planning (ERP) system that will provide improved functionality to meet current and future business growth with the required staffing to support a successful and seamless transition.

WHEREAS, a system has been selected that will meet the current and future needs in this area; and

WHEREAS, the requirement for the two technical resources to work on integrations, security and workflows of the new system has been identified as a component that will contribute to the success of implementation of the new system.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to modify the KPMG, LLC contract # 200611 for Enterprise Resource Planning (ERP) Consulting services, increasing the previous Board authorized amount by \$593,980, plus a contingency amount of \$750,000, for the addition of two technical resources to work on integrations, security and workflows within the Oracle Enterprise Resource Planning (ERP) system for a new not-to-exceed amount of \$4,384,356.

Date: _____

**Secretary of the Board
Leslie Pool**

Operations, Planning and Safety Committee **Item #:** AI-2022-353

Agenda Date: 4/13/2022

SUBJECT:

Approval of a resolution affirming the Charter Statement for the Operations, Planning and Safety Committee.

FISCAL IMPACT:

This action has no fiscal impact.

STRATEGIC PLAN:

Strategic Goal Alignment:

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> 1. Internal/External Customer Service Excellence | <input type="checkbox"/> 2. Stakeholder Engagement | |
| <input type="checkbox"/> 3. Financial and Environmental Sustainability | <input type="checkbox"/> 4. Staff Development | <input type="checkbox"/> 5. Agency Growth Management |

Strategic Objectives:

- | | | |
|---|--|---|
| <input type="checkbox"/> 1.1 Safety & Risk | <input checked="" type="checkbox"/> 1.2 Continuous improvement | <input type="checkbox"/> 1.3 Dynamic Change |
| <input type="checkbox"/> 1.4 Culture of Innovation | <input type="checkbox"/> 2.1 Be an Employer of Choice | <input type="checkbox"/> 2.2 Organization Development |
| <input type="checkbox"/> 2.3 Organization Culture | <input type="checkbox"/> 3.1 Resource optimization | <input type="checkbox"/> 3.2 Safety Culture |
| <input type="checkbox"/> 3.3 Environmental Leadership | <input type="checkbox"/> 4.1 Educate & Call to Action | <input type="checkbox"/> 4.2 Build Partnerships |
| <input type="checkbox"/> 4.3 Value of Transit | <input type="checkbox"/> 4.4 Project Connect | |

EXPLANATION OF STRATEGIC ALIGNMENT: Capital Metro's two board committees assist the Board of Directors in providing strong governance and play a key advisory role to the full board. Their expertise and in-depth look at issues before the board is vital to our long-term strategic planning.

BUSINESS CASE: Does not apply.

COMMITTEE RECOMMENDATION: N/A

EXECUTIVE SUMMARY: In 2010, each of the committees of the Board of Directors adopted Committee Charter Statements defining their areas of responsibility. A periodic review of these charters was requested by the Board upon adoption and allows the committees to ensure that the charters still meet the needs and parameters of each committee. This charter was last reviewed by the board in October 2020. After a careful review, one change is recommended to Section IV, Meetings, of the Charter, to require

CapMetro staff to post meeting agendas and back up material for Board members and the public to view no later than seven (7) calendars days before the committee meeting. No other changes to the charter document are recommended at this time.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Board of Directors

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2022-353

WHEREAS, the Board of Directors has established committees made up of members of the Board to consider specified areas of interest to the Authority; and

WHEREAS, the Board of Directors has adopted Committee Charter Statements that define the roles and responsibilities of each of these committees; and

WHEREAS, the Board of Directors desires to review the Committee Charter Statement to ensure that it reflects current roles and responsibilities.

NOW, THEREFORE, BE IT RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors hereby affirms the Committee Charter Statement for the Operations, Planning and Safety Committee, with one change to Section IV, Meetings, of the Charter, to require CapMetro staff to post meeting agendas and back up material for Board members and the public to view no later than seven (7) calendars days before the committee meeting.

Date: _____

**Secretary of the Board
Leslie Pool**

**CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS
OPERATIONS, PLANNING AND SAFETY COMMITTEE CHARTER**

I. PURPOSE AND AUTHORITY

The Operations, Planning and Safety Committee (the “OPS Committee”) has been established by the Capital Metropolitan Transportation Authority (“Capital Metro”) Board of Directors (the “Board”) to review and make recommendations to the full Board on policies and practices related to the efficient, safe, and reliable operation of the Capital Metro system and effective short and long-range planning for a sustainable Capital Metro.

The OPS Committee serves as an advisory committee to the Board which has the legal responsibility to make decisions and policies for Capital Metro.

II. RESPONSIBILITIES

The OPS Committee shall be responsible for:

- Overseeing short-range service planning and modification;
- Developing and making recommendations to the Board on long-range system planning and coordinating with external partners on regional planning initiatives;
- Reviewing and making recommendations to the Board on route standards and service standards;
- Monitoring performance indicators for service and operations, including but not limited to ridership, customer service and satisfaction, passenger and employee safety and security standards, and facility and vehicle maintenance;
- Making recommendations to the Board on system safety and security initiatives and plans to enhance organizational focus on safety and security and comply with applicable federal, state and local laws and regulations;
- Making recommendations to the Board on vehicle purchase and fleet management plans and other capital purchases related to operations;
- Overseeing facility and capital project design and construction programs;
- Recommending to the Board policies and processes designed to provide for effective and efficient IT governance;
- Reviewing and making recommendations to the Board on land use related to Capital Metro and property acquisition and disposal;
- Ensuring compliance with Title VI requirements;
- Overseeing the implementation of system start-ups; and
- Ensuring that all Capital Metro services operate effectively as an integrated transit system.

III. MEMBERSHIP

The OPS Committee shall consist of four (4) members of the Board. The Chairperson of the Board will nominate the OPS Committee Chairperson and members annually, subject to confirmation by the Board. The OPS Committee shall elect a Committee Vice Chairperson from its members at its first meeting of the year to perform the duties of the Chairperson in case of the absence, disability or disqualification of the Committee Chairperson.

IV. MEETINGS

The OPS Committee will meet at least four (4) times a year, with authority to convene additional meetings, as circumstances require. All meetings will be conducted in accordance with the Texas Open Meetings Act, as applicable. Committee members are expected to attend each meeting. The OPS Committee may direct members of management, auditors, or others to attend meetings and provide pertinent information, as necessary.

The OPS Committee shall take up and consider any other items as directed by the Chairperson of the Board.

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Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2022-408

Agenda Date: 4/13/2022

Customer Experience Programs and Policies



Customer Experience Enhancements

April 2022

Operations, Planning and Safety Committee

Night Time Courtesy Stop

- CapMetro has launched a pilot program that lets you request a drop-off in between regular stops. The Courtesy Stop pilot is in effect each day after 9 p.m. on all MetroBus and MetroRapid routes, and it's designed to give riders a chance to select spots to exit the bus closer to their destination.
- Customers might request a mid-stop drop-off because it is closer to where they're going, or because it has lighting or sidewalk connectivity that makes them more comfortable using transit at night
- All Courtesy Stops are at the discretion of bus operators, and operators may decline a stop if they determine the requested location is unsafe for someone to exit the bus.



Nighttime Courtesy Stop Example



Riding Rules Review - Strollers

- CapMetro Riding Rules currently require strollers to be closed upon boarding a transit vehicle
- In-line with nationwide trend to review these policies, CapMetro is kicking off a listening period to hear from customers about how this impacts them
- Outreach April and May
 - Advisory Committees (CSAC and Access) in April
 - ADAPT, Mayor's Committee on People with Disabilities
 - Virtual public meeting for customers
 - Bus Operators
- Plan to report back at June OPS committee with final answer

CapMetro

Thank you!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2022-407

Agenda Date: 4/13/2022

Service Standards and Passenger Amenities

CapMetro

Service Guidelines & Standards

April 13, 2022

Background

- Purpose of Service Guidelines & Standards: establish clear, consistent guidelines for how CapMetro identifies when and where to place transit amenities
 - Last updated by CapMetro Board adoption in 2015 (Resolution: CMTA-2015-88)
 - Current guidelines do not include digital amenities, such as wifi
- SG&S update process has been initiated
 - Fall 2022: Public involvement & review by CapMetro Diversity, Equity and Inclusion Director
 - Winter 2022/23 : Updated guidelines presented to CapMetro Board for consideration
- FY 2023-2027 CIP process is further along
 - Interim guidelines will be used for budget development and will guide amenity investments until new standards approved by CapMetro Board (Est. Winter 2022/23)

Passenger Amenity Service Guidelines

- Current Amenity Guidelines:
 - Shelter – 50+ Boardings per day
 - Bench – 15+ Boardings per day
- Current Passenger Facilities
 - Bus Stops: 2253
 - Park & Ride / Transit Centers: 16
 - Rail Stations: 9
- No Current Standard:
 - ePaper – Digital Message Sign
 - Ticket Vending Machine
 - Bike Rack/MetroBike
 - Lighting
 - Camera
 - WiFi



Passenger Improvement Program – Proposed Budget

	2023	2024	2025	2026	2027
Annual Capital	\$3.3M	\$3.3M	\$3.3M	\$3.3M	\$3.3M
Annual Addit. Operating	\$67,000	\$67,000	\$67,000	\$67,000	\$67,000

- While guidelines have not been updated, we expect to continue investing in amenities



CapMetro

Thank you!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2021-240

Agenda Date: 2/14/2022

Operations Update