



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

2910 East 5th Street  
Austin, TX 78702

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**Wednesday, November 13, 2024**

**12:30 PM**

**Rosa Parks Boardroom**

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This meeting will be livestreamed at [capmetrotx.legistar.com](http://capmetrotx.legistar.com)

**I. Call to Order**

**II. Public Comment:**

**III. Action Items:**

1. Approval of minutes from the August 12, 2024 Operations, Planning and Safety Committee meeting.
2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Pure Sky Project Solutions LLC to replace the clay tile roofs on 1 building and 3 structures at Plaza Saltillo Station, located at 412 Comal Street, Austin TX 78702, for \$176,000.
3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with SHI Government Solutions to renew CapMetro licensing of the Microsoft licensed software suite of products, for a period of three (3) years in an amount not to exceed \$2,024,767 which includes a 20% contingency to account for future growth.
4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract modification with Lytx, Inc. for additional DriveCam Event Recorders and subscription services, over the remaining 2 years of the contract, in a new total amount not to exceed \$801,645.
5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute contracts with Aegis Group, Inc., Allen, Willford and Seale, CBRE, Inc., JLL Valuation and Advisory Services, National Valuation Group, Inc., and Paul Hornsby & Co., for Real Property Appraisal services on a task order basis for a base period of two (2) years with three (3) option periods of 12 months each in an aggregate amount not to exceed \$750,000.

6. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with T-KARTOR USA for Wayfinding and Customer Information Services, for a base term of 1 year, with 4 option years in a total amount not to exceed \$549,764.

**IV. Presentations:**

1. System Security Update
2. Executive Operations, Planning and Safety Update - November 2024  
Update on recent activities, statistical data, personnel changes, communications and public outreach with a focus on the status of Transit Plan 2035, MetroRapid, and a battery electric bus update

**V. Items for Future Discussion**

**VI. 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](mailto:ed.easton@capmetro.org) if you need more information.*

*Committee Members: Eric Stratton, Chair; Jeffrey Travillion, Paige Ellis and Chito Vela.*

*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

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Operations, Planning and Safety Committee **Item #:** AI-2024-1266      **Agenda Date:** 11/13/2024

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Approval of minutes from the August 12, 2024 Operations, Planning and Safety Committee meeting.

**Minutes**  
**Capital Metropolitan**  
**Transportation Authority**  
**Operations, Planning and Safety**  
**Committee**

2910 East 5th Street  
Austin, TX 78702

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**Monday, August 12, 2024**

**12:30 PM**

**Rosa Parks Boardroom**

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**I. Call to Order**

12:37 p.m. Meeting Called to Order by Vice Chair Ellis

**Present** Jeffrey Travillion, Eric Stratton, Chito Vela, and Paige Ellis

**II. Public Comment**

Zenobia Joseph provided public comments.

**III. Action Items**

1. Approval of minutes from the June 12, 2024 Operations, Planning and Safety Committee meeting.

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

**Aye:** Travillion, Vela, and Ellis

**Abstain:** Stratton

2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract for licensing and hosting services for the additional Salesforce module, Data & Marketing Cloud, for a period of one (1) year in an amount not to exceed \$350,227.

A motion was made by Vela, seconded by Travillion, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 8/26/2024. The motion carried by the following vote:

**Aye:** Travillion, Stratton, Vela, and Ellis

**IV. Presentations**

1. Executive Operations, Planning and Safety Update - August 2024

**V. Items for Future Discussion**

## VI. Adjournment

1:11 p.m. Meeting Adjourned

### ADA Compliance

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*Committee Members: Eric Stratton, Chair; Jeffrey Travillion, Paige Ellis and Chito Vela.*

*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.*

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Operations, Planning and Safety Committee **Item #:** AI-2024-1276

**Agenda Date:** 11/13/2024

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Pure Sky Project Solutions LLC to replace the clay tile roofs on 1 building and 3 structures at Plaza Saltillo Station, located at 412 Comal Street, Austin TX 78702, for \$176,000.

**FISCAL IMPACT:**

Funding for this action is in the FY2025 Capital Budget.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

- 1. Customer       2. Community
- 3. Workforce       4. Organizational Effectiveness

**Strategic Objectives:**

- 1.1 Safe & Reliable Service       1.2 High Quality Customer Experience       1.3 Accessible System
- 2.1 Support Sustainable Regional Growth       2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs       2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff       3.2 Employer of Choice       3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent       4.2 Culture of Safety       4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** The clay tile roofs have reached their end of useful life and are due for replacement in alignment with CapMetro’s State of Good Repair program.

**BUSINESS CASE:** The roof replacements will help prevent water damage to 1 building and will help keep 3 “merchant” areas dry at Plaza Saltillo Station while helping to ensure CapMetro’s assets stay in a state of good repair when used via CapMetro employees and during special community events. The funding for this project is included in the FY 2025 Capital Budget.

**COMMITTEE RECOMMENDATION:** This item was presented and recommended for approval by the Operations, Planning and Safety Committee on November 13, 2024.

**EXECUTIVE SUMMARY:** CapMetro is seeking to replace the Plaza Saltillo Station clay tile roofs to ensure the on-site tiled roof building and structures stay in proper condition, so no business/community issues or building damage occurs.

**DBE/SBE PARTICIPATION:** A 0% DBE goal was placed on this solicitation. Based on the SOW provided, this project was specific to the removal and replacing of Spanish clay tiles, which did not provide for subcontract opportunities.

**PROCUREMENT:** The contract will utilize the OMNIA Partners cooperative Contract No. R230402 held by National Roofing Partners for Roofing Products, Services and Job-Order-Contracting (JOC) Services with Pure Sky Project Solutions as a local authorized distributor.

OMNIA Partners awarded contracts are made available for use by CapMetro via Title 7, Intergovernmental Relations Chapter 791, Interlocal Cooperation Contracts, and the Texas Interlocal Cooperation Act. Purchases made using OMNIA Partners contracts satisfy otherwise applicable competitive bidding requirements. The pricing provided by Pure Sky Project Solutions for the replacement of Plaza Saltillo Station roofs was determined to be fair & reasonable by the OMNIA Partners organization during its solicitation and award process.

Pure Sky Project Solutions will be awarded a fixed lump sum price contract to replace Plaza Saltillo Station roofing. The total contract amount will be \$176,000 with a period of performance of sixty (60) days.

**RESPONSIBLE DEPARTMENT:** Facilities Programming & Management

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1276**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to protect the safety of all employees and Capital Metro assets and comply with all city, state and federal code requirements; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to ensure facilities are maintained in a state of good repair to ensure public safety.

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 Pure Sky Project Solutions LLC to replace the clay tile roofs at Plaza Saltillo Station, located at 412 Comal Street, Austin TX 78702, for \$176,000.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Becki Ross**

**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with SHI Government Solutions to renew CapMetro licensing of the Microsoft licensed software suite of products, for a period of three (3) years in an amount not to exceed \$2,024,767 which includes a 20% contingency to account for future growth.

**FISCAL IMPACT:**

Funding for this action is in the FY2025 Operating Budget.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

- 1. Customer       2. Community
- 3. Workforce       4. Organizational Effectiveness

**STRATEGIC OBJECTIVES:**

- 1.1 Safe & Reliable Service       1.2 High Quality Customer Experience       1.3 Accessible System
- 2.1 Support Sustainable Regional Growth       2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs       2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff       3.2 Employer of Choice       3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent       4.2 Culture of Safety       4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** The office productivity software suite provides opportunities for communication and collaboration via integration with various systems and access to CapMetro’s resources via any web-enabled device. The systems will also provide a platform for incorporating new, improved and innovative business practices, as well as providing a great customer experience. Maintaining CapMetro’s systems in a state of good repair ensures stable and reliable systems.

**BUSINESS CASE:** The current three-year agreement is expiring for our Microsoft suite of products which are used agency wide. A new agreement must be put in place to maintain the continuity of operations critical to running each business unit. Maintaining the most current versions of software helps maintain secure systems and provide feature rich tools to increase effectiveness and efficiency. In addition, the Microsoft hosted solution limits the hardware investment and greatly reduces the need for local support of the system,

simplifying future upgrades. It is necessary to maintain the advantages of the current Microsoft productivity software solutions to prevent the business units from experiencing decreased efficiency due to document version incompatibility issues with document exchange between partners, vendors, and other entities. Failure to act will see a resurgence of these issues resulting in decreased performance, loss of collaboration opportunity, and limited mobile access to CapMetro’s resources.

**COMMITTEE RECOMMENDATION:** This item was presented and recommended for approval by the Operations, Planning and Safety Committee on November 13, 2024.

**EXECUTIVE SUMMARY:** The Microsoft suite of products has provided office productivity software that has increased the agency’s ability to collaborate, augment productivity and access resources remotely, including leveraging usage via mobile devices. This agreement provides licensing and support for Microsoft Windows operating system for workstations and servers, Microsoft Office 365, Microsoft Exchange Online, Microsoft SharePoint Online, Teams, other ancillary services (e.g. training) and software products (e.g. MS Visio, MS Project). In addition to maintaining the most current versions of the software, the Microsoft hosted solution limits the hardware investment and greatly reduces the need for local support of the system, simplifying future upgrades. The solutions provide the foundation for integration with the communications systems (e.g. telecom, instant messaging, etc.), increase user productivity, and enabling better collaboration and mobility opportunities.

**DBE/SBE PARTICIPATION:** A 0% SBE goal is assigned for this project due to limited subcontracting opportunity, which is for licensing of software.

**PROCUREMENT:** The contract will utilize the Department of Information Resources (DIR) contract, DIR-CPO-5237 held by SHI Government Solutions, Inc. to re-sell Microsoft Licensing and Software products.

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. Pricing for the Microsoft licensed software suite of products was determined to be fair & reasonable by DIR’s organization during its solicitation and award process.

The following is SHI Government Solutions pricing for three (3) years of Microsoft Enterprise Agreement Licensing, per year with a 20% contingency to account for future growth:

Year 1 - Microsoft Enterprise Agreement Licensing	\$562,435.14
Year 2 - Microsoft Enterprise Agreement Licensing	\$562,435.14
Year 3 - Microsoft Enterprise Agreement Licensing	\$562,435.14
Grand Total for Year 1 Through 3:	\$1,687,305.42
20% Contingency:	\$337,461.08
<b>Total Including Contingency:</b>	<b>\$2,024,766.50</b>

RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1289**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management endeavor to maintain its Microsoft productivity software in good working order to support current operations; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to provide the necessary office productivity and communications software required by new business initiatives.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a contract with SHI Government Solutions to renew CapMetro licensing of the Microsoft licensed software suite of products, for a period of three (3) years in an amount not to exceed \$2,024,767 which includes a 20% contingency to account for future growth.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Becki Ross**

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Operations, Planning and Safety Committee **Item #:** AI-2024-1314

**Agenda Date:** 11/13/2024

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract modification with Lytx, Inc. for additional DriveCam Event Recorders and subscription services, over the remaining 2 years of the contract, in a new total amount not to exceed \$801,645.

**FISCAL IMPACT:**

Funding for this action is in the FY2025 Operating Budget.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

- 1. Customer       2. Community
- 3. Workforce       4. Organizational Effectiveness

**Strategic Objectives:**

- 1.1 Safe & Reliable Service       1.2 High Quality Customer Experience       1.3 Accessible System
- 2.1 Support Sustainable Regional Growth       2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs       2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff       3.2 Employer of Choice       3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent       4.2 Culture of Safety       4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** The Lytx System detects potentially unsafe driving behavior and through incident alerts and operator counselling, is used to improve operator safety, making the bus system safer.

**BUSINESS CASE:** The Lytx system is the preferred tool for monitoring events and improving driver safety and is currently installed on all buses.

**COMMITTEE RECOMMENDATION:** The item was presented and recommended for approval by the Operations, Planning and Safety Committee on November 13, 2024.

**EXECUTIVE SUMMARY:** The Lytx DriveCam Event Recorder is an inertia-based camera system which detects

and reports potentially unsafe operator behavior. These incident reports are used to train and improve operator driving habits, improving the overall safety of CapMetro's fleet. The Lytx System has been successfully used on the CapMetro bus fleet for the last ten years. Executing this contract modification which will be in effect over the two remaining option years of the contract, will expand the system from 525 to 806 fleet vehicles.

**DBE/SBE PARTICIPATION:** A Small Business Enterprise (SBE) goal of 0% was established for this contract. This procurement is extending a subscription service currently being provided by Lytx and does not include subcontracting opportunities.

**PROCUREMENT:** On December 18, 2023, the CapMetro Board of Directors authorized CapMetro to enter into a contract with Lytx, Inc. for a three (3) year term, from January 1, 2023 through December 31, 2026, in the not-to-exceed amount of \$552,960. A contract was subsequently awarded to Lytx, Inc. on January 1, 2024. CapMetro is in the 1<sup>st</sup> year of the contract and is seeking board approval to increase the contract amount by \$248,685. for additional DriveCam event recorders and subscription services due to growth in the agency's fleet, increasing the total not-to-exceed amount of the contract to \$801,645.

**RESPONSIBLE DEPARTMENT:** Bus Operations and Maintenance

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1314**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro Management endeavor to maintain a safe operating fleet.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, of her designee, is authorized to finalize and execute a contract modification with Lytx, Inc. for additional DriveCam Event Recorders and subscription services, over the remaining 2 years of the contract, in a new total amount not to exceed \$801,645.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Becki Ross**

**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute contracts with Aegis Group, Inc., Allen, Willford and Seale, CBRE, Inc., JLL Valuation and Advisory Services, National Valuation Group, Inc., and Paul Hornsby & Co., for Real Property Appraisal services on a task order basis for a base period of two (2) years with three (3) option periods of 12 months each in an aggregate amount not to exceed \$750,000.

**FISCAL IMPACT:**

Funding for this action is contingent on approval of the operating budget in each fiscal year.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

- 1. Customer       2. Community
- 3. Workforce       4. Organizational Effectiveness

**Strategic Objectives:**

- 1.1 Safe & Reliable Service       1.2 High Quality Customer Experience       1.3 Accessible System
- 2.1 Support Sustainable Regional Growth       2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs       2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff       3.2 Employer of Choice       3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent       4.2 Culture of Safety       4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** Real Property Appraisal services are required to provide consultant appraisal services to CapMetro to purchase real property in fee simple, easements, and rights-of-way within the next five (5) years for the purpose of constructing transit facilities, creating Transit-Oriented Developments, putting into service Rapid Bus operations, and expanding Commuter Rail all within the context of the Five-Year Service Plan. It is reasonable to expect recurring needs for Real Property Appraisal services and task order contracts offer the most efficient and cost-effective option to respond to such needs.

**BUSINESS CASE:** Task order contracts allow CapMetro to have a qualified group of consultants to perform a specific type of recurring work in a timely manner to meet the project and operational needs of the Agency.

The funds for these services are included in the approved FY 2025 operating budget and will be requested in subsequent fiscal year operating budgets.

**COMMITTEE RECOMMENDATION:** This item was presented and recommended for approval at the Operations, Planning and Safety Committee meeting on November 13, 2024.

**EXECUTIVE SUMMARY:** : CapMetro requires Real Property Appraisal services to provide consultant appraisal services to perform land valuation services for purchase, sale or lease of real property, easements, rights of way and railroad corridors. Staff reasonably expect that the need for such services will continue, and that responding to such needs by the use of in-place task order contracts offers the best value. Through these appraisal services contracts, CapMetro will secure the services of professional and credentialed appraisers and other related appraisal professionals to complete budgeted operating and capital projects during the contract term.

**DBE/SBE PARTICIPATION:** A 0% DBE goal was placed on this solicitation. This project was specific to an appraisal service, which did not provide for subcontract opportunities.

**PROCUREMENT:** On June 28, 2024 a request for Statements of Qualifications was issued and formally advertised. By the closing date of July 29, 2024, nine (9) submittals were received. The evaluation team used the following factors in the evaluation of submittals:

- (1) Qualifications, experience, and demonstrated past performance of the applicant's firm on projects of a similar size, scope, complexity, and nature.
- (2) Qualifications and experience of key professional staff, appraisers, review appraisers, and any subcontractors, to include if degreed, licensed and number of years of experience. The capabilities of the proposed project personnel, and any subcontractors, on projects of a similar size, scope, complexity and nature. Experience to include Project personnel's relevant industry, government agency experience and Federal and State experience, is preferred. Designated project personnel, who are licensed to practice in the State of Texas, must have a license in good standing.
- (3) Quality and completeness of the firm's response to the SOQ. Consideration will be given to such matters as contractor integrity, compliance with public policy, record of past performance, including references from previous clients, and financial and technical resources. Services past performance may include coordination efforts with other municipalities or government agencies.

The submittals from Aegis Group, Inc.; Allen, Willford & Seale, Inc.; National Valuation Group, Inc.; Paul Hornsby & Company; CBRE; and JLL Valuation & Advisory Services were rated highest, all factors considered. CapMetro negotiated and finalized pricing based on cost and market evaluation of the hourly rates, overhead, and profit for similar services. The contracts are indefinite-quantity- delivery task order contracts. The term is a base period of two (2) years from the Notice of Award, with three (3) option periods of 12 months each, not to exceed price of \$750,000 for all six (6) contracts.

**RESPONSIBLE DEPARTMENT:** Real Estate

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1324**

WHEREAS, the Capital Metropolitan Board of Directors and Capital Metro management endeavor to pursue the improvement of transportation and operational infrastructure; and

WHEREAS, the Capital Metropolitan Board of Directors and Capital Metro management recognize the need for multiple award Real Property Appraisal services task order contracts to allow agency staff to respond to organizational needs.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors approves a resolution authorizing the President & CEO, or her designee, to finalize and execute contracts with Aegis Group, Inc. , Allen, Willford and Seale, CBRE, Inc., JLL Valuation and Advisory Services, National Valuation Group, Inc., and Paul Hornsby & Co., for Real Property Appraisal services on a task order basis for a base period of two (2) years with three (3) option periods of 12 months each in an aggregate amount not to exceed \$750,000.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Becki Ross**

**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with T-KARTOR USA for Wayfinding and Customer Information Services, for a base term of 1 year, with 4 option years in a total amount not to exceed \$549,764.

**FISCAL IMPACT:**

Funding for this action is in the FY2025 Operating Budget.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

- 1. Customer       2. Community
- 3. Workforce       4. Organizational Effectiveness

**Strategic Objectives:**

- 1.1 Safe & Reliable Service       1.2 High Quality Customer Experience       1.3 Accessible System
- 2.1 Support Sustainable Regional Growth       2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs       2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff       3.2 Employer of Choice       3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent       4.2 Culture of Safety       4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** Maintaining clear wayfinding and schedule information that allows the customer to successfully navigate the system is a mission critical component. Maps, schedules, and information at stops are touchpoints of the user experience that help define the success of customer experience.

**BUSINESS CASE:** Wayfinding services, which may include route maps, system maps, information displays, corridor maps, wayfinding information or transit stop information, are all elements that customers depend upon to understand and use CapMetro services. The continuous improvement of these complex systems requires the Authority to contract with specialists who can audit, design and implement these projects on an ongoing basis. This will be essential with the implementation of new service and the introduction of new Rapid lines, stations and park and rides as part of Project Connect.

**COMMITTEE RECOMMENDATION:** The item was presented and recommended for approval by the Operations, Planning and Safety Committee on November 13, 2024.

**EXECUTIVE SUMMARY:** CapMetro has used the services of a wayfinding and customer information services firm for over ten years. These services have allowed CapMetro to improve and provide clear information through maps and wayfinding that allow the customer to understand and successfully navigate the system. These services will provide a wide variety of key wayfinding elements to help with the implementation of future service changes and any necessity to redefine service under Transit Plan 2035 and Project Connect initiatives.

The base year of this contract includes funding to introduce wayfinding for 2 additional Rapid lines, new park and rides (Expo Center and Goodnight Ranch), a new station on the Redline (Broadmoor) and the introduction of CapMetro Bikeshare services. The remaining option years will be used to maintain and update these systems as additional changes are initiated through three service changes annually.

**DBE/SBE PARTICIPATION:** A 2% DBE goal was assigned for this project. The awarded vendor has committed to 4% DBE participation and will be tracked during the term of the contract.

**PROCUREMENT:** On August 2, 2024, a Request for Proposal (RFP) was issued and formally advertised. By the due date of September 5, 2024, one (1) proposal was received. The evaluation team met on September 25, 2024, to discuss the results of evaluation of the proposal and requested an oral discussion with the firm. Following the Oral discussion, a Final Proposal Revision (FPR) was requested from the firm. The evaluation team met on October 23, 2024, to discuss the matrix results of the FPR evaluation and determined that the following firm will be recommended for award to the CapMetro Board of Directors: T-Kartor USA Corporation. The proposed pricing submitted by T-Kartor USA Corporation was determined to be fair and reasonable and T-Kartor USA Corporation affirmatively demonstrates as having adequate financial resources and the necessary capacity and capability to perform the contract for Wayfinding and Customer Information services, and have been deemed qualified and eligible to receive an award under the solicitation and laws or regulations applicable to procurement. This is an indefinite quantity/indefinite delivery task order contract. The contract term is one (1) base period of one (1) year and four (4) option periods of 1-year each, for a total not-to-exceed amount of \$549,764.00 for the five (5) year period.

**RESPONSIBLE DEPARTMENT:** Marketing & Communications

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2024-1328**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro Management recognize the need to provide clear and reliable wayfinding information systems and infrastructure for a customer friendly experience; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors CapMetro Management recognize the need to secure professional wayfinding and customer information services to manage and improve our systems.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, of her designee, is authorized to finalize and execute a contract with T-KARTOR USA for Wayfinding and Customer Information Services, for a base term of 1 year, with 4 option years in a total amount not to exceed \$549,764.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Becki Ross**



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Operations, Planning and Safety Committee **Item #:** AI-2024-1331

**Agenda Date:** 11/13/2024

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System Security Update

CapMetro

# System Security Update

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Operations, Planning, and Safety Committee  
November 13, 2024

Office of Safety, Occupational Health & Accessible Services

# Agenda



Federal Transit Administration Requirements



CapMetro Security Operations

# Federal Transit Administration Required Actions

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Regarding Assaults on Transit Workers

**CapMetro**

## Purpose:

To address the significant and continuing safety risk associated with assaults on transit workers.

- FTA has identified a national safety risk for transit workers.
- Transit workers interact with the public and may need to clarify or enforce policies.
- This increases the risk of assaults on transit vehicles and in revenue facilities.

# General Directive Requirements

- Conduct a Safety Risk Assessment
- Identify Safety Risk Mitigations
- Submit Required Information to FTA
  - Date of completed safety risk assessment
  - Hazard assessed
  - Potential Consequence

# General Directive Requirements (Cont'd)

FTA's Scale

<b>Likelihood</b>	<b>5</b>	<b>Very High</b>					
	<b>4</b>	<b>High</b>					
	<b>3</b>	<b>Moderate</b>					
	<b>2</b>	<b>Low</b>					
	<b>1</b>	<b>Very Low</b>					
			<b>Negligible</b>	<b>Could cause minor first aid treatment</b>	<b>May cause minor injury, or minor property damage</b>	<b>May cause severe injury or major property damage</b>	<b>May cause death or permanent injury or destruction of property</b>
			<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
			<b>Severity</b>				

# CapMetro Safety Risk Mitigations Established

- De-escalation training
- Driver workspace barriers
- Bus interior/exterior video/audio
- Public Safety Program
  - Public Safety Ambassadors
  - Community Intervention Specialists
  - Transit Police Department
    - Public Safety Advisory Committee
- Regular security data reviews
- Public Safety Dispatchers
- Video/audio surveillance Systems
- Automatic vehicle location technology
- Covert emergency bus alarm
- Security Committee
- PS&EM Monthly Report
- Shifted and/or extended the hours of PSAs
- Approximately 400 hours riding buses by PSAs
- Transit center & bus stop inspections
- Joint Labor Management Safety Committee (as required by BIL/FTA)
- See Say Now app for incident reporting
- Public awareness outreach campaigns

# CapMetro Safety Risk Mitigations Established (Cont'd)

- External Partnerships

- Downtown Austin Alliance
- Downtown Austin Community Court (DACC)
- Homeless Outreach Street Team (HOST)
- Community Health Paramedics with ATCEMS (part of HOST too)
- Charlie Center (Mosaic Church)
- LINC
- Community First! Village (Mobile Loaves & Fishes)
- ECHO
- Sobering Center
- Urban Alchemy

- External Partnerships

- Integral Care
- Central Health
- Greater Love Baptist Church
- UT Social Resource Center (Del Valle)
- Austin Animal Center
- Austin Public Libraries
- Homeless Services Office (City of Austin)
- Endeavors
- Sunrise Church
- AGE of Central Texas

# General Directive Submission Requirements

- Safety Risk Mitigation implementation status: Planned, In progress, or Complete
  - Start date (actual/projected)
  - Completion date (actual/projected)
  - If in progress, % completed
  - Additional context (e.g., external delays)
  - Data or metrics for effectiveness evaluation

# General Directive Submission Requirements

- Safety Risk Mitigation effectiveness: Effective, Ineffective, or Not yet determined
- If assessed by the agency or Safety Committee (for large urban areas), provide an explanation for effectiveness or lack thereof
- Response deadline: December 26, 2024



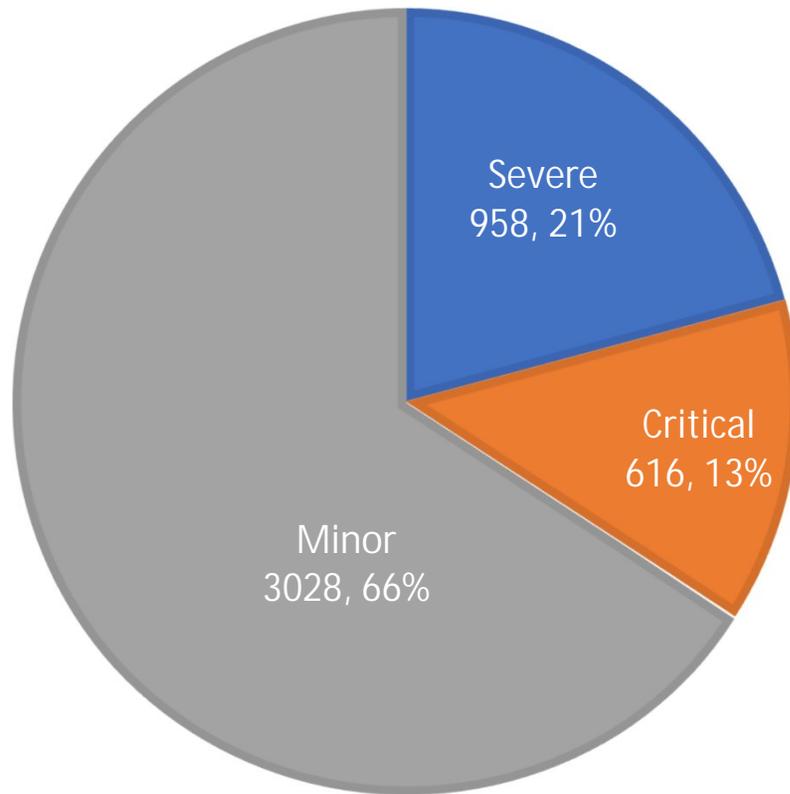
# Security Operations

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Public Safety & Emergency Management Department

**CapMetro**

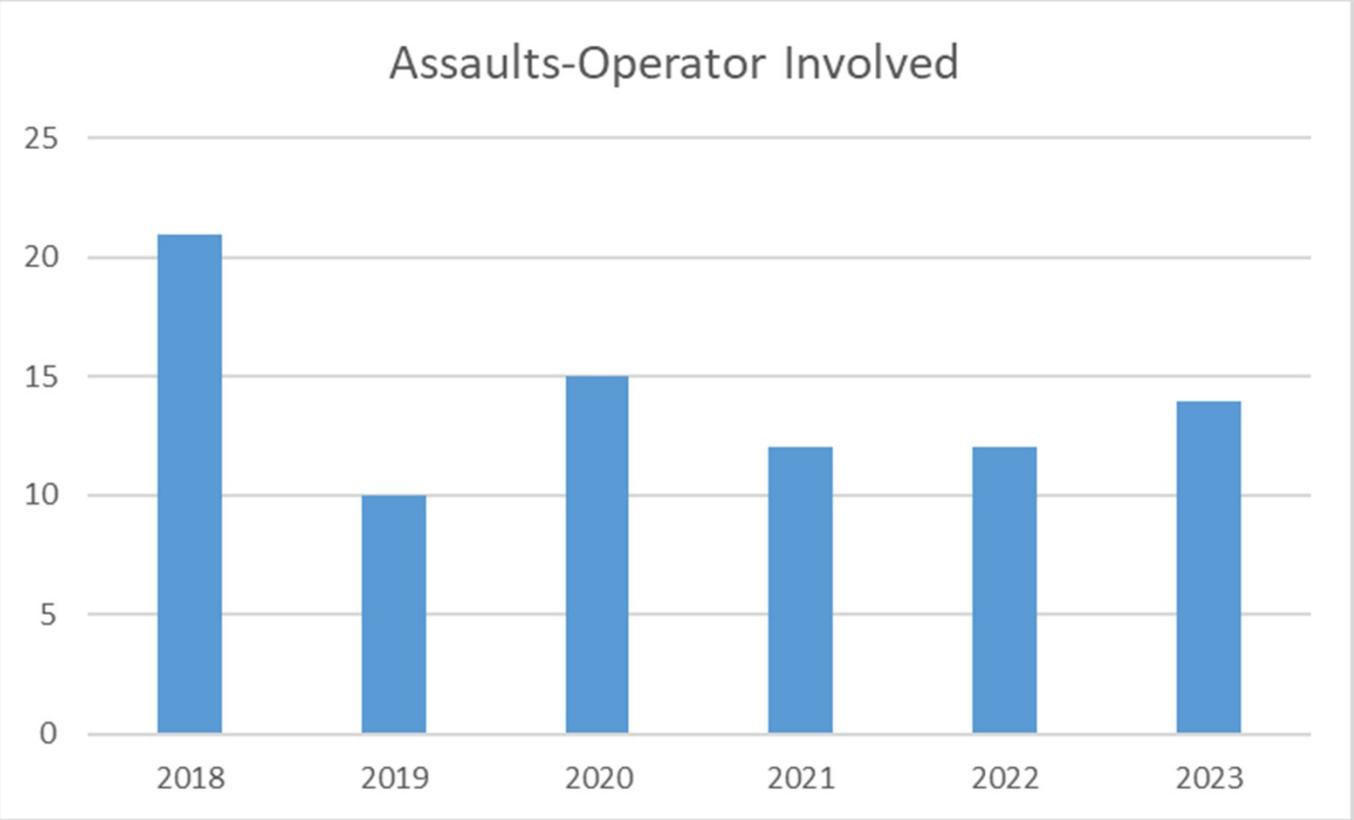
# Security Incidents and Severity - FY2024



Total Incidents: 4,602

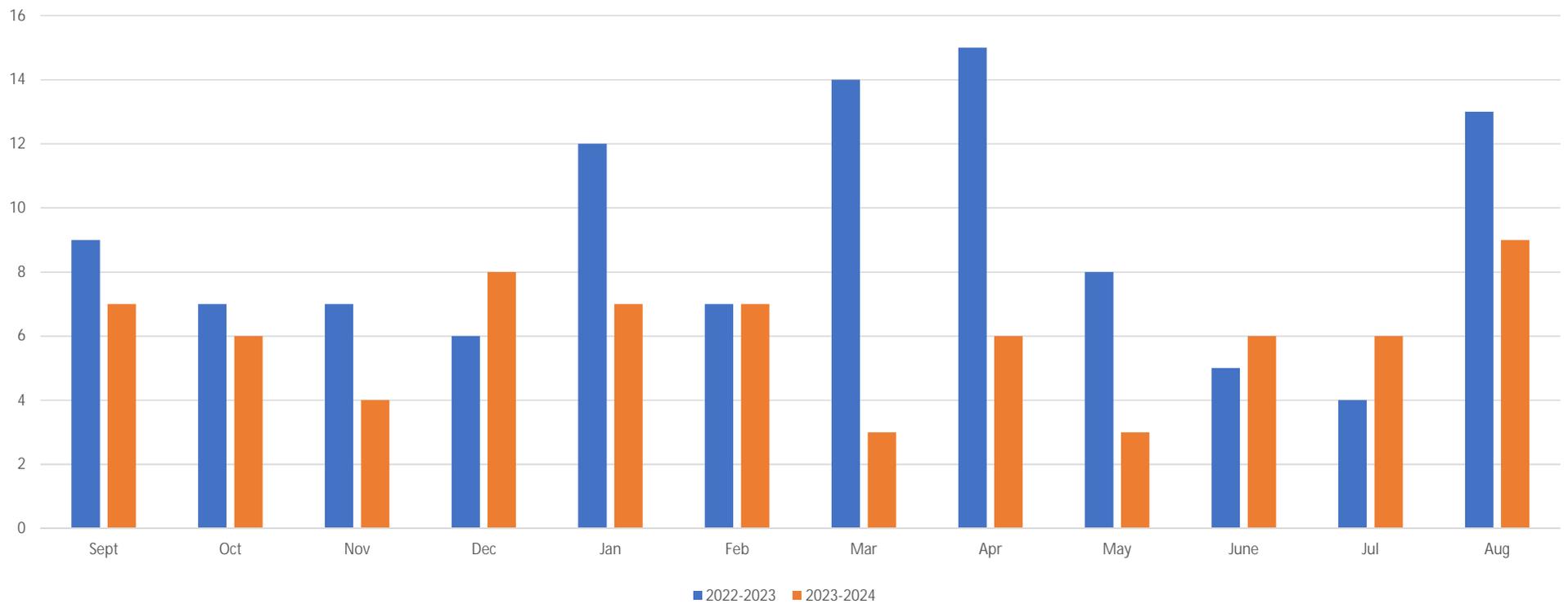
- Category I - Severe
  - Part I Crimes (Person-on-person crime)
- Category II - Critical
  - Part II Crimes (Property crime and criminal mischief)
- Category III - Minor
  - Policy violations and quality of life issues

# Operator Assaults



# Physical Assaults (previous 24 months)

Physical Assault



# Enhancing Frontline Communication & Support

- Frontline Staff Listening Sessions
  - Gather direct feedback from staff on system experiences
  - Identify actionable feedback for improvements
- Hold monthly meetings with Union representatives
- Conduct additional monthly outreach with frontline staff

# Steps to Enhance Public Safety



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Facility Security Guards

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Transit Police (APD Officers)

---

Public Safety Dispatch

---

Public Safety Ambassadors

---

Security Technology

---

Emergency Preparedness

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## Facility Security Guards

- Alarm monitoring
- Camera surveillance
- Patrol facilities
- Access control



## Transit Police (APD Officers)

- Respond to law enforcement incidents
- Perform security sweeps
- Special events
- Investigation follow up and liaison for law enforcement



# Public Safety Dispatch

- Communication between Public Safety and CapMetro Operations
- Based at the Combined Transportation, Emergency Communications Center (CTECC)
- Dispatches Public Safety and partner agency resources



## Public Safety Ambassadors

- Increase Uniformed Presence on CapMetro
- Focus on high-activity areas
- Respond to non-law enforcement incidents
- Implement new, more visible uniforms



# Security Technology

- Video and Access Control Systems
- Safety and security certification for new projects.
- Currently managing 9 projects
- Ensure systems are in a state of good repair



# Emergency Preparedness

- Emergency Response Plans
- Continuity of Operations Plans
- Coordination with regional and industry partners
- Safety & Security Certification Process
  - Preliminary Hazard Analysis
  - Threat & Vulnerability Assessment
  - Fire, Life Safety, and Security Certification



# Public Safety to CapMetro TPD roadmap



- Here's where we are today:
  - Swearing-In Ceremony, August 2024
  - Hiring for sergeants and officers
  - Dispatcher certifications in process

# Public Safety to CapMetro TPD Roadmap

- Public Safety Transition from OrbCAD to TPD CAD System
  - OrbCAD: Computer -Aided Dispatch (CAD) system
- Develop new Police Dept. CAD system
- Implement Police Dept. Records Management System (RMS)
- Test integration between Police Dept. CAD and RMS
- Complete transition from OrbCAD to Police Dept. CAD



CapMetro

Thank you!



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Operations, Planning and Safety Committee **Item #:** AI-2024-1264

**Agenda Date:** 11/13/2024

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Executive Operations, Planning and Safety Update - November 2024

*Update on recent activities, statistical data, personnel changes, communications and public outreach with a focus on the status of Transit Plan 2035, MetroRapid, and a battery electric bus update*