



Agenda - Final revised
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, April 24, 2023

12:00 PM

Rosa Parks Boardroom

This meeting will be livestreamed at capmetrotx.legistar.com

I. Call to Order

II. Public Comment:

III. Advisory Committee Updates:

1. Customer Satisfaction Advisory Committee (CSAC)
2. Access Advisory Committee

IV. Board Committee Updates:

1. Operations, Planning and Safety Committee
2. CAMPO update
3. Austin Transit Partnership Update

V. Action Items:

1. Approval of minutes from the March 8, 2023 Public Hearing and March 27, 2023 Board Meeting.
2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract for the printing of CapMetro System Maps with AC Printing in the aggregate amount not to exceed \$528,053 for one (1) base year and three (3) one-year options.
3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Freeit Data Solutions to upgrade the current data center infrastructure to replace outdated equipment and improve performance, reliability, and security, in an amount of \$3,067,763 and a contingency of \$500,000 for a total not to exceed \$3,567,763, which consists of servers, storage, backup equipment, disaster recovery solution, services, installation, and annual maintenance.

4. Approval of a resolution authorizing the President & CEO, or her designee, to renew licensing and hosting services for Salesforce Service Cloud for a period of one (1) year in an amount not to exceed \$402,031, under an Interlocal Contract with the State of Texas Department of Information Resources Shared Technology Services.
5. Approval of a resolution authorizing the President & CEO, or her designee, to adopt the FY 2024 Strategic Plan.
6. Approve a resolution of the CapMetro Board of Directors appointing Board Member _____ to serve as CapMetro’s representative on the multi-agency Regional Affordability Committee.

VI. Discussion Items:

1. Diversity Equity and Inclusion Update

VII. Report:

1. President & CEO Monthly Update

VIII. Executive Session of Chapter 551 of the Texas Government Code:

Section 551.074 for Personnel Matters related to President & CEO performance measures and goals.

* Section 551.071 for Consultation with an Attorney regarding legal issues, including potential litigation, related to a contract

IX. Memo:

Note: Memo for information only -- will not be discussed at meeting.

1. Memo: Process to Appoint a New Board Member to the Austin Transit Partnership Board (March 31, 2023)

X. Items for Future Discussion:

XI. 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.

BOARD OF DIRECTORS: Jeffrey Travillion, Chair; Leslie Pool, Vice Chair; Becki Ross, Secretary; Eric Stratton, Paige Ellis, Matt Harriss, Dianne Bangle 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

Board of Directors

Item #: AI-2021-189

Agenda Date: 3/28/2022

Customer Satisfaction Advisory Committee (CSAC)

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, April 12, 2023

5:30 PM

CapMetro Employees: Penelope Ackling, Peter Breton, Johnathan Hartman, Nina Loehr, Edna Parra, Andy Skabowski.

Supporting Staff Attendees: Alvin Livingstone, Deron Lozano, John Rhone, Vikram Sinha.

Committee Members: David Foster, Betsy Greenberg, Ryan Johnson, Fangda Lu, David Shapiro, B.J. Taylor, Ephraim Taylor, Diana Wheeler.

Guests: Ruven Brooks.

Meeting called to order at 5:32 PM

Welcome / Introductions / Call to Order

Chair Taylor

Public Communications

Ephraim Taylor mentions an issue with MetroAlerts not notifying customers about midday buses not showing up, as well as there being no notice of stop closures for subscribed routes. **Andy Skabowski** says he'll get back to Ephraim after investigating the issue further.

Project Connect Update

Vikram Sinha, Public Involvement Manager at ATP

Alvin Livingstone, Senior Vice President of Engineering at ATP

Vikram Sinha overviews the phase 1 light rail options, the planning and financial considerations for those options, and the timeline of the larger light rail project.

B.J. Taylor inquires as to the construction coordination between TxDOT, CapMetro, the City of Austin (CoA), and Austin Transit Partnership (ATP), and **Alvin Livingstone** explains that there is regular communication and planning between all parties involved.

Ryan Johnson asks what the operating frequency and total travel-time differences would be between single-line and multiple-line options. **Vikram Sinha** explains that multi-line options would be 10-minute headways south of the river, and 5 minutes north of the river when they interline. **Deron Lozano** says that ATP is still in the process of modeling the total travel time differences between at-grade and grade separated options, as well as the option that "fork" at South Congress.

Ryan Johnson asks if ATP is studying street closures or pedestrianizing roads. **Andy Skabowski** says that the City of Austin is looking at adjusting lane directions and closing roads, depending on the option that is picked. **Alvin Livingstone** says that possible closures would occur around 7th St and 8th St due to train sizes and downtown city block sizes.

David Foster asks if the sole factor for the train going as far out to Yellow Jacket is to reach a maintenance facility, or if there is a ridership component in that choice. **John Rhone** explains that without a maintenance facility, CapMetro would be unable to operate the system, so even if there was a ridership component, the choice would be the same.

David Foster says that for the options that go to the southeast (Yellow Jacket), he is concerned about needing to buy land for a maintenance facility. **John Rhone** clarifies that even with the option that starts at North Lamar Transit Center, they would have to buy land to create the rail maintenance facility.

David Foster expresses his concerns with having to work with TxDOT, and **John Rhone** says that there has been continual support from TxDOT.

David Shapiro asks what feedback ATP has received regarding reaching the airport, and **Vikram Sinha** outlines some example feedback saying that the system should go further north.

David Shapiro asks for clarification on the expected ridership numbers and FTA funding capability, and **Deron Lozano** explains that ridership is not the FTA's only consideration, and that all 5 options are considered feasible to receive funding.

Fangda Lu mentions that the East Riverside area has long been under-served, and that the airport option should be considered as an option for that reason as well.

Fangda Lu asks if other street alignment options have been explored instead of Guadalupe St (e.g., Colorado St). **Alvin Livingstone** mentions that he's not sure if it was looked at before the passage of Project Connect, but assumes it was.

Ephraim Taylor asks if elevated options would help with building the stations, due to the train cars possibly being longer than the downtown city block length. **Alvin Livingstone** explains that, while elevated options would resolve that issue for the most part, the low-traffic streets downtown can be closed to accommodate train length.

Ephraim Taylor asks if elevated options would run afoul of Capitol View Corridors, and **Alvin Livingstone** says no.

Ruven Brooks says that he's disappointed that there's no option to flex north to Rundberg and Lamar, and **B.J. Taylor** agrees. **Alvin Livingstone** explains that ATP is staying within the original investment map, but an extension north is an option down the line.

Andy Skabowski adds that when the rail option is chosen, CapMetro will lean into using the bus system to support.

David Foster mentions that all options run from at least 29th St and asks if the options still include traffic mitigation (extending Nueces north to 29th St and making it a 2-way street, extending Dean Keeton St west to San Antonio St, etc.), as well as realigning the Guadalupe and 29th St intersection, which would impact some businesses in the area. **Vikram Sinha** says that the adjustments to Nueces and Dean Keeton are parts of traffic mitigation plans, but additional data collection may reveal that that is not needed; however, until any new data arrives, they expect old plans to hold true.

Alvin Livingstone adds that they're looking at ways to minimize impacts along the corridor, and once the option is chosen, they can work on deep diving to see how they can minimize impacts as much as possible.

Strategic Planning

Nina Loehr; Program Manager, Executive Staff

Nina Loehr overviews the FY23 Strategic Plan and the planned updates to be implemented in the FY24 Strategic Plan, as well as progress on goals and objectives during FY23.

Ephraim Taylor asks how CapMetro will measure success on those high-level goals, and **Nina Loehr** says CapMetro has Key Performance Indicators (KPIs) attached for each goal, and that they'll update the board of the progress towards the goals on a quarterly basis.

Performance Dashboard Upgrades

Prasad Gudlavalleti, Manager of Technology Systems

Johnathan Hartman, BI Tech Analyst

Johnathan Hartman overviews the enterprise data analytics platform, which will implement greater accessibility and transparency of CapMetro's data, and outlines the phases of implementation and timelines for each phase.

Ruven Brooks, Johnathan Hartman, and **Prasad Gudlavalleti** discuss when more granular data may be available to the public, outside of specific requests having to be made each month for those that may be interested.

Ephraim Taylor asks about the availability of data by route regarding bus assignments, blocks, etc. **Andrew Skabowski** says that the dashboard can grow, but getting the foundation right is the first step.

Approval of the minutes - Motion to approve by Ephraim Taylor / 2nd by David Foster. Passes unanimously.

Meeting adjourned at 7:48 PM



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-190

Agenda Date: 3/28/2022

Access Advisory Committee

Capital Metropolitan Transportation Authority

Access Advisory Committee

Wednesday, April 8, 2023

5:30 PM

Virtual Presentation

CapMetro Employees: Peter Breton, Jacob Calhoun, Louise Friedlander, Martin Kareithi, Julie Lampkin, Ed Maldonado, Edna Parra, Sara Sanford, Patricia Vidaurri.

Supporting Staff Attendees: Matt Pool, Angela Saavedra, Kristi Avalos, Ken Nakata, Kristoffer Hansen, Paulo Faria, Lonny Stern, Deron Lozano, Dave Kubicek, Christopher Westbrook.

Committee Members: Estrella Barrerra, Andrew Bernet, Glenda Born, Audrea Diaz, Otmar Foehner, Mike Gorse, Paul Hunt, John McNabb.

Guests: CBS Austin.

Meeting called to order at 5:32 PM

Welcome / Introductions / Call to Order

Chair Hunt

Public Communications

Glenda Born outlines a recurring issue where MetroAccess drivers are dropping off customers streetside instead of curbside. **Julie Lampkin** gathers more information, and says she'll address specific instances as well as make it a topic for future safety training meetings.

The committee discusses policies surrounding MetroAccess vehicles reversing, and the possibilities of implementing technology to make reversing in MetroAccess vehicles safer.

Paul Hunt suggests that the topic be deferred to another meeting so it can be discussed in further depth.

Paul Hunt mentions a specific CCR regarding a driver being unable to speak English, as well as occasional time changes. **Sara Sanford** asks for the CCR number, and **Julie Lampkin** explains that with the implementation of the new demand response system (Spare), they will do their best to make sure that time changes do not occur without the customer's knowledge or approval.

Self-Evaluation and ADA Compliance

Martin Kareithi, Director of Systemwide Accessibility

Brian Shamburger, Kimley Horn's Project Manager

Matt Pool, **Kristi Avalos**, and **Ken Nakata** overview the goals and objectives of the project, background on the Americans with Disabilities Act, the self-evaluation's scope and next steps, and the next steps for the whole project.

Paul Hunt asks if the self-evaluation will look at CapMetro data's accessibility, and **Martin Kareithi** and **Matt Pool** explain that they'll be checking the data's accuracy.

Paul Hunt mentions that the Pickup app should have a function to choose a bus stop by street name, so that riders can navigate easier. He also mentions that bay signs at Park & Rides should have braille on them.

Glenda Born asks what specific evaluations will be taken regarding MetroAccess. **Martin Kareithi** explains that evaluating vehicle accessibility, as well as CapMetro's policies and procedures, will cover large parts of MetroAccess, and they are working to include the new demand response app's accessibility in the self-evaluation's scope.

Glenda Born asks what the timeline of the project will be, and **Matt Pool** explains that the self-evaluation is planned to be completed in Summer of 2023, and the Transition Plan in Winter of 2023.

Glenda Born asks what follow up will be had once the self-evaluation is completed, and **Matt Pool** and **Martin Kareithi** explain that following up will be the job of CapMetro's Systemwide Accessibility department, with support from the ADA Liaison Committee.

Performance Dashboard Upgrades

Patricia Vidaurri, Director of Performance and Strategic Initiatives

Patricia Vidaurri overviews the enterprise data analytics platform, which will implement greater accessibility and transparency of CapMetro's data and outlines the phases of implementation and timelines for each phase.

Glenda Born asks if there's a search function in the new dashboard to increase accessibility, and **Martin Kareithi** explains that, while there is no search function, the tables are accessible by screen readers.

Mike Gorse asks if you can export raw data, and **Patricia Vidaurri** says she's unsure, but says previous iterations were, and that she'll follow up.

Project Connect Update

Lonny Stern, ATP's Public Involvement Manager

Lonny Stern overviews the phase 1 light rail options, the planning and financial considerations for those options, and the timeline of the larger light rail project.

ATP Staff and Committee Members discuss the phase 1 light rail options.

Mike Gorse asks how each plan ranks on FTA funding competitiveness. **Deron Lozano** explains that all 5 options meet the threshold for FTA funding, and while some options may have a slightly higher competitiveness in some categories over others, they are all able to competitive enough to acquire funding.

Glenda Born asks which option would have the most functionality during inclement weather, and **Dave Kubicek** explains that all options should function well, including during freezes.

Andrew Bernet asks if any of the options create additional park and rides, and which one would create the most park and rides, and **Lonny Stern** explains that the options that go out to Yellow Jacket will have a park and ride created at that location.

Glenda Born asks if North Lamar Transit Center is chosen as a maintenance facility, will the park and ride at that location be maintained, and **Lonny Stern** explains that more land may be acquired to fit the maintenance facility, and the park and ride may be moved to increase pedestrian access.

Approval of the minutes - Motion to approve by John McNabb / 2nd by Estrella Barrerra. Passes unanimously.

Meeting adjourned at 7:51 PM



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-775

Agenda Date: 4/24/2023

Approval of minutes from the March 8, 2023 Public Hearing and March 27, 2023 Board Meeting.



Minutes
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Wednesday, March 8, 2023

11:30 AM

Rosa Parks Boardroom

Public Hearing

I. Call to Order

11:32 a.m. Meeting Called to Order

Present:	Travillion, Pool, Stratton, Ross, Harriss, Vela, and Bangle
Absent:	Ellis

II. Presentation:

1. Public Hearing on the acquisition of a temporary construction easement (TCE) containing 0.0252 acre out of the light industrial property located at 2320 Donley Drive in Austin, Travis County, Texas (TCAD #258270), and permanent wastewater easement (WWE) containing 0.0104 acre out of the light industrial property located at 2222 West Rundberg Lane in Austin, Travis County, Texas (TCAD #426292) for the McKalla Station through the exercise of eminent domain, in accordance with Transportation Code Subsection 451.059(b).

III. Public Comment:

Zenobia Joseph provided public comment.

IV. Adjournment

11:45 a.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.

BOARD OF DIRECTORS: Jeffrey Travillion, Chair; Leslie Pool, Vice Chair; Becki Ross, Secretary; Eric Stratton, Paige Ellis, Matt Harriss, Dianne Bangle and Chito Vela.

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Minutes
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, March 27, 2023

12:00 PM

Rosa Parks Boardroom

I. Call to Order

12:15 p.m. Meeting Called to Order

Present:	Travillion, Pool, Ross, Harriss, Vela, Bangle, and Ellis
Absent:	Stratton

II. Public Comment:

Leander Mayor Christine DeLisle, Debra Miller, Sheri Taylor, and Zenobia Joseph provided public comments.

III. Advisory Committee Updates:

1. Customer Satisfaction Advisory Committee (CSAC)
2. Access Advisory Committee
3. Public Safety Advisory Committee (PSAC)

IV. Board Committee Updates:

2. Finance, Audit and Administration Committee
1. Operations, Planning and Safety Committee
3. CAMPO update
4. Austin Transit Partnership Update

V. Action Items:

1. Approval of minutes from the February 27th, 2023 board meeting.

A motion was made by Board Member Ross, seconded by Board Member Vela, that this Minutes be adopted. The motion carried by the following vote:

Aye: Travillion, Pool, Ross, Harriss, Vela, Bangle, and Ellis

2. Approval of a resolution authorizing the President & CEO, or her designee, to modify contract #200829 with World Wide Technology for the replacement of additional network infrastructure technology for a total new contract amount not to exceed \$1,197,149.

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

Aye: Travillion, Pool, Ross, Harriss, Vela, Bangle, and Ellis

3. Approval of a resolution authorizing the President & CEO, or her designee, to implement the June 2023 Service Changes.

A motion was made by Board Member Ross, seconded by Board Member Harriss, that this Resolution be adopted. The motion carried by the following vote:

Aye: Travillion, Pool, Ross, Harriss, Vela, Bangle, and Ellis

VI. Discussion Items:

1. Briefing on FY23 and FY24 Strategic Plan
2. Update on CapMetro Public Safety Program

VII. Report:

1. President & CEO Monthly Update

VIII. Memo:

Note: Memo for information only. Not discussed at meeting.

1. Memo: 2023 Legislative Session Update (March 23, 2023)

IX. Items for Future Discussion:

X. Adjournment

1:46 p.m. Meeting Adjourned

ADA Compliance

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BOARD OF DIRECTORS: Jeffrey Travillion, Chair; Leslie Pool, Vice Chair; Becki Ross, Secretary; Eric Stratton, Paige Ellis, Matt Harriss, Dianne Bangle and Chito Vela.

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Board of Directors

Item #: AI-2023-760

Agenda Date: 4/24/2023

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract for the printing of CapMetro System Maps with AC Printing in the aggregate amount not to exceed \$528,053 for one (1) base year and three (3) one-year options.

FISCAL IMPACT:

Funding for this action is available in the FY2023 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: This agenda item is customer focused and aligns with the objective of maintaining a high-quality customer experience. The System Map is the visual representation of CapMetro's fixed route services and includes fare, frequency, and other essential information for understanding and navigating the system. The map encapsulates a high-level, all-in-one tool for customers and is placed on vehicles and at transit centers and stations. Ensuring that all customers have access to this information maintains equitable and reliable information necessary to successfully use CapMetro services.

BUSINESS CASE: The printed map and included information is a critical component of Capital Metro's wayfinding system that customers depend upon to understand and use Capital Metro services. The continuous availability of the most up-to-date service information requires the Authority to contract with specialists who have the equipment, facility and resources to mass-produce these materials and deliver on an ongoing, timely

basis

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on April 14, 2023.

EXECUTIVE SUMMARY: Capital Metro contracts the printing of its service literature in the form of system maps. These maps include a “picture of the system” that includes all fixed route service, Pickup zones and pop-out maps of high-density transit corridors. The maps also include fare, frequency, riding rules and a variety of information regarding CapMetro services. The map provides customers with the ability to understand where service may take them and may be used to plan trips. Maps are printed in conjunction with CapMetro’s three annual service changes, and may be reprinted in order to meet demand or to correct for changes made between service change periods. The purpose of this contract is to provide the printing and delivery of system maps.

DBE/SBE PARTICIPATION: Due to the nature of the solicitation a SBE goal was not established at this time.

PROCUREMENT: On January 10, 2023, an Invitation for Bids was issued and formally advertised for the Printing of System Maps. By the closing date of February 13, three (3) bids were received. The lowest responsive and responsible bidder is AC Printing LLC. AC Printing LCC affirmatively demonstrates as having adequate financial resources and the requisite capacity, capability, and facilities to perform the contract for the printing of system maps, has a satisfactory record of performance on other comparable projects, has a satisfactory record of integrity and business ethics, and is otherwise qualified and eligible to receive an award under the solicitation and laws or regulations applicable to the procurement. Accordingly, the total contract will be \$528,053 with a contract term of a one-year base period with three (3) one-year option periods.

RESPONSIBLE DEPARTMENT: Experience and Engagement

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-760

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to keep our customers up-to-date on service and schedule information ; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to ensure customers have access to up-to-date printed information on our vehicles and at our stops.

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 for the printing of CapMetro System Maps with AC Printing in the aggregate amount not to exceed \$528,053 for one (1) base year and three (3) one-year options

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2022-690

Agenda Date: 4/24/2023

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Freeit Data Solutions to upgrade the current data center infrastructure to replace outdated equipment and improve performance, reliability, and security, in an amount of \$3,067,763 and a contingency of \$500,000 for a total not to exceed \$3,567,763, which consists of servers, storage, backup equipment, disaster recovery solution, services, installation, and annual maintenance.

FISCAL IMPACT:

Funding for this action is available in the FY2023 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: Maintaining the CapMetro data center infrastructure in a state of good repair ensures stable and reliable systems available to both internal and external customers.

BUSINESS CASE: The data center equipment is reaching the end of its supported life span. The new system to replace this equipment will provide expandability, improve performance, reliability, stability, and security. Failure to act will result in issues with performance and reliability as well as an increased risk of outages. In addition, the overall design, security, and roadmap must be reviewed for implementation of a long term secure and robust solution to support business continuity and support for future initiatives.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on April 24, 2023.

EXECUTIVE SUMMARY: The data center infrastructure must be kept up to date to properly service the business needs of CapMetro. This project is for the holistic review of the existing environment, to develop a long-term strategy and plan, and implement the ongoing upgrade and replacement of data center components that will include: servers, storage area network, a disaster recovery solution, backup solutions, implementation services, and any other hardware, licensing or software necessary to maintain the state of good repair and a secure robust Data Center infrastructure solution.

DBE/SBE PARTICIPATION: Due to the nature of the solicitation a SBE goal was not established at this time.

PROCUREMENT: CapMetro will utilize the Texas Department of Information Resources (DIR) to contract with Freeit Data Solutions to provide hardware, software, and services to upgrade Capital Metro's Data Center Infrastructure. The DIR contracts utilized for this effort consist of Contract #DIR-TSO-4229 and Contract #DIR-CPO-4795 held by Freeit Data Solutions, and Contract #DIR-TSO-4160 held by Hewlett Packard Enterprise Company, with Freeit Data Solutions as an authorized reseller.

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.

The DIR pricing provided by Freeit Data Solutions for the Data Center Infrastructure Replacement is the best value to Capital Metro, considering DIR's solicitation and award process, and cost analysis for the Data Center Infrastructure Replacement using previous contract pricing and market rates. The Contract Period shall be five (5) years from Notice to Proceed for Hardware, Licensing, Support and Maintenance. The following is a breakout of Freeit Data Solutions pricing per DIR Contract including contingency:

Description	Amount
Licensing, Implementation, and Training - Freelt DIR Contract #DIR-CPO-4795	\$1,770,675.00
Storage Licensing - Freelt DIR Contract #DIR-TSO-4229	\$682,319.00
Hardware Infrastructure and Licensing - HP DIR Contract #DIR-TSO-4160	\$614,769.00
Not to Exceed Total for All DIR Contracts:	\$3,067,763.00
Contingency	\$500,000
Total Not to Exceed Board Approval Requested:	\$3,567,763.00

RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2022-690

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to provide adequate state of good repair to the data center infrastructure; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to provide continued data center infrastructure performance, reliability and security to its customers.

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 Freeit Data Solutions to upgrade the current data center infrastructure to replace outdated equipment and improve performance, reliability, and security, in an amount of \$3,067,763 and a contingency of \$500,000 for a total not to exceed \$3,567,763, which consists of servers, storage, backup equipment, disaster recovery solution, services, installation, and annual maintenance.

Date: _____

**Secretary of the Board
Becki Ross**

CapMetro

Data Center Infrastructure Replacement

April 24th, 2023

State of Good Repair Project

- Purpose

- To replace infrastructure technology that is approaching end of life and to enhance functionality to place the agency in an improved service delivery position.
- Initiative includes replacement of servers, storage, backup system, new solutions for disaster recovery, and further leveraging cloud technology.

- Benefits

- New equipment with 5 (five) years of support, more capacity, and better performance.
- Improving the agency's disaster recovery position to support the Continuity of Operations Plan (COOP) and the Emergency Operations Center (CMEOC).
- Leveraging Cloud services to improve efficiency, flexibility, and better stage the agency strategically (e.g. CapMetro IT does not need to manage the infrastructure, support future disaster recovery solutions, lead on innovative technology).
- Consistent with recommendations for technology progression from the BCG IT assessment.

State of Good Repair Project

- Benefits - Continued

- Cloud backup (off-site) solution supports TSA security directives 1580-21-01 and 1582-21-01 which applies to surface transportation cyber security - specifically targeting Passenger Rail services.
- Cloud backup (off-site) and disaster recovery solution improves position for continued Cyber Security insurance coverage and pricing.

- Considerations

- Project will necessitate agency-wide downtime events. All efforts will be used to minimize the impact to operations and time the events to not affect major CapMetro activities.
- Requested contingency: Cost for cloud services are projected. Initially, the test and development services will be migrated to the cloud. This will provide the opportunity for the staff to be trained and gain experience with the solution prior to moving production systems into it. The strategy is to request a not to exceed amount for the services within the 5 (five) year timeframe.
- Combining the previous two-year strategy to one year to overcome supply chain issues.

CapMetro

Thank you!

Board of Directors

Item #: AI-2023-757

Agenda Date: 4/24/2023

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to renew licensing and hosting services for Salesforce Service Cloud for a period of one (1) year in an amount not to exceed \$402,031, under an Interlocal Contract with the State of Texas Department of Information Resources Shared Technology Services.

FISCAL IMPACT:

Funding for this action is available in the FY2023 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 Salesforce Customer Relationship Management (CRM) system allows CapMetro to centrally manage customer information, better capture customer concerns and resolve their issues more quickly as well as provide customers with the latest CapMetro information at the desired time and frequency. Customers will be able to connect with Capital Metro through a single account, integrated with our various customer software applications and will be able to receive focused information aligned with their specific needs. This will allow Capital Metro to build customer service excellence by delivering innovative and continuous solutions to customer needs. This will build Capital Metro's brand reputation as an organization that is easily reachable, listens and provides value to the community while at the same time providing customer service excellence.

BUSINESS CASE: CapMetro has begun implementation of a Salesforce CRM system to aggregate and centralize customer information for tailored outreach and communication, provide customers with a seamless and a more personalized, satisfying experience with the CapMetro brand. Salesforce is a customer relationship management (CRM) technology designed to help CapMetro stay better connected to customers, streamline processes, and provide customers and potential customers the best customer experience possible.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on April 24, 2023.

EXECUTIVE SUMMARY: CapMetro has begun implementation of a Salesforce CRM system that is the beginning of a customer experience program to centralize customer information and provide customers with better tools to address their needs as well as a more personalized, satisfying experience with the CapMetro brand. CapMetro procured Salesforce technology and implementation services from the State of Texas Department of Information Resources Share Technology Services and this contract award will provide another year of Salesforce software licensing, hosting, maintenance, and support.

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

PROCUREMENT: The Authority will utilize the Department of Information Resources (DIR) Contract No. DIR-SS-ILC0030 held by DIR for Shared Technology Services to renew Salesforce CRM Software licensing for one (1) year.

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 renewal amount for one (1) year of licensing is referenced below:

Description	Amount
DIR Shared Technology Services Salesforce Licensing and Services	\$402,031.00

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-2023-757

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to continue support of a customer relationship management system.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to renew licensing and hosting services for Salesforce Service Cloud for a period of one (1) year in an amount not to exceed \$402,031, under an Interlocal Contract with the State of Texas Department of Information Resources Shared Technology Services.

Date: _____

**Secretary of the Board
Becki Ross**



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-769

Agenda Date: 4/24/2023

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to adopt the FY 2024 Strategic Plan.

FISCAL IMPACT:

This action has no fiscal impact.

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 strategic plan establishes the agency’s Mission, Vision, Goals and Objectives and serves as a guide for organizational direction and measures organizational success. The plan includes strategic performance measures to allow the agency to focus on performance improvement and strategic priorities.

BUSINESS CASE: The strategic plan is presented to the Board of Directors on an annual basis to ensure all business requirements are being implemented, measured, and reported. The plan serves as the roadmap for Capital Metro staff to develop business plans and budgets.

COMMITTEE RECOMMENDATION: Does not apply.

EXECUTIVE SUMMARY: The Board of Directors and the Senior Management Team, led by President & CEO Dottie Watkins, have developed a strategic plan that focuses on the following key goals: 1. Customer- Provide a convenient and desirable option for mobility in the region 2. Community- Demonstrate our value to a growing region by collaborating with partners and communities 3. Workforce- Invest in a productive and valued workforce 4. Organizational

Effectiveness-Deliver responsibly and sustainably on the mission.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply

RESPONSIBLE DEPARTMENT: Executive

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-769

WHEREAS, The Capital Metropolitan Transportation Board of Directors and Capital Metro staff endeavor to set the mission, vision and Strategic Plan for the Authority; and

WHEREAS, The Capital Metropolitan Transportation Authority Board of Directors and Capital Metro Staff endeavor to ensure all business objectives are accomplished.

NOW, THEREFORE, BE IT RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors authorizes the President & CEO, or her designee, to adopt the FY 2024 Strategic Plan.

Date: _____

**Secretary of the Board
Becki Ross**

Draft Proposed Fiscal Year 2024 Strategic Plan

CORE VALUES	Safety, Equity, Innovation, Transparency & Sustainability
MISSION	To empower, enhance, and serve the region and its communities through the responsible delivery of high-quality public transportation.
VISION	CapMetro is integral to the region and its communities, providing connectivity, fostering economic activity, and ensuring safe, environmentally sustainable, and equitable access to opportunity.

GOALS	Customer	Community					Workforce			Organizational Effectiveness			
	Provide a convenient, desirable, and accessible option for mobility in the region and its communities.	Demonstrate our value to a growing region by collaborating with partners and communities.					Invest in a productive and valued workforce.			Deliver responsibly and sustainably on the mission.			
OBJECTIVES	A	B	C	D	E	F	G	H	I	J	K	L	M
	Provide a reliable and safe transit service.	Continue to improve the customer experience.	Ensure the system is accessible for everyone in the region.	Support sustainable growth through improved access to jobs, services, and opportunities.	Continue to improve the environment by transforming into a fully carbon-neutral transit agency by 2040.	Engage the community, customers, and stakeholders in a constant process to reflect their input in the transit system and respond to immediate needs.	Foster community conversations to improve regional mobility.	Recruit, hire, and develop an engaged workforce from a diverse talent community.	Foster an inclusive collaborative culture that develops a diverse and engaged workforce.	Expand and develop a highly skilled workforce to meet the changing needs of the agency and community.	Be a fiscally responsible and transparent steward of public funds.	Advance the culture of safety throughout the organization.	Balance investments while prioritizing a state of good repair.

Board of Directors

Item #: AI-2023-770

Agenda Date: 4/24/2023

SUBJECT:

Approve a resolution of the CapMetro Board of Directors appointing Board Member _____ to serve as CapMetro’s representative on the multi-agency Regional Affordability Committee.

FISCAL IMPACT:

This action has no fiscal impact.

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 Regional Affordability Committee was established in 2015 to work on identifying solutions to the affordability crisis impacting the Central Texas Region. The CapMetro Board has a seat on the Committee, in order to provide policy guidance and expertise on how the transit agency can contribute towards solutions, in alignment with the agency’s mission and strategic plan.

BUSINESS CASE: The CapMetro Board seat on the Regional Affordability Committee was previously filled by former CapMetro Board Member Terry Mitchell. The CapMetro Board must appoint a new person to serve on the Committee.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on April 24, 2023.

EXECUTIVE SUMMARY: The Regional Affordability Committee was established in 2015 to work on identifying

solutions to the affordability crisis impacting the Central Texas Region, and the CapMetro Board has a seat on the Committee. The Committee plans to restart meetings in May 2023, with a goal of identifying policy solutions to address affordability issues in the region.

Per the Committee's bylaws, the Committee may solicit public feedback on and discuss matters related to affordability, including potential bond measures, opportunities to strengthen partnerships for improved service delivery, elimination of duplicative services between agencies to achieve cost savings, parameters for addressing factors having a significant impact on cost of living, best practices and any other relevant topics related to maintaining and promoting affordability. To meet this purpose, the Committee may hold public meetings, form working groups to address specific issues, and make formal policy recommendations to the governmental entities represented on the Committee.

The Committee is composed of 15 members appointed by the governmental entities listed below:

- Three members appointed by the Austin City Council
- Two members appointed by the Austin Independent School District Board
- Two members appointed by the Travis County Commissioners Court
- One member each, appointed by the following:
 - Austin Community College Board of Trustees
 - CapMetro Board of Directors
 - Central Health Board of Directors
 - Del Valle Independent School District Board of Trustees
 - Pflugerville Independent School District Board of Trustees
 - Williamson County Commissioners Court
 - Round Rock Independent School District Board of Trustees
 - Leander Independent School District Board of Trustees.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Government Affairs

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-770

WHEREAS, the Regional Affordability Committee was established in 2015 to work on identifying solutions to the affordability crisis impacting the Central Texas Region; and,

WHEREAS, Central Texas is facing an affordability crisis, and CapMetro, as the transit agency serving a significant portion of the region, may contribute to policy solutions; and,

WHEREAS, the CapMetro Board appoints one member to the multi-agency Regional Affordability Committee and the seat is currently vacant.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that _____ is appointed to serve as CapMetro’s representative on the multi-agency Regional Affordability Committee.

Date: _____

**Secretary of the Board
Becki Ross**

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**BYLAWS OF THE
Regional Affordability Committee**

ARTICLE 1. NAME.

The name of the committee is The Regional Affordability Committee. (the "Committee").

ARTICLE 2. PURPOSE AND DUTIES.

The Committee is an intergovernmental organization formed for the purpose of developing policy recommendations for all represented governmental entities to improve affordability in the City of Austin and the Central Texas region. The Committee may solicit public feedback on and discuss matters related to affordability, including potential bond measures, opportunities to strengthen partnerships for improved service delivery, elimination of duplicative services between agencies to achieve cost savings, parameters for addressing factors having a significant impact on cost of living, best practices of other cities, counties and school districts, and any other relevant topics related to maintaining and promoting affordability. To serve this purpose, the Committee may hold public meetings, form working groups to address specific issues, and make formal policy recommendations to the governmental entities represented on the Committee.

ARTICLE 3. MEMBERSHIP.

- (A) The committee shall be composed of fifteen members appointed by the governmental entities listed below, as follows:
- i. Three members are appointed by the City Council of the City of Austin, Texas.
 - ii. Two members are appointed by the Austin Independent School District Board of Trustees.
 - iii. Two members are appointed by the Travis County Commissioner's Court.
 - iv. One member each appointed by the following entities:
 1. Austin Community College Board of Trustees;
 2. Capital Metropolitan Board of Directors;
 3. Central Health Board of Directors;
 4. Del Valle Independent School District Board of Trustees,;
 5. Pflugerville Independent School District Board of Trustees;
 6. Williamson County Commissioner's Court;
 7. Round Rock Independent School District Board of Trustees; and
 8. Leander Independent School District Board of Trustees.
- (B) Each member shall serve until removed by the member's appointing body (with or without cause), or until such member's earlier death, resignation, or removal in accordance with these bylaws. In the event a vacancy is created, the applicable governmental entity shall promptly appoint a member to fill the vacancy.
- (C) Individual committee members may not act in an official capacity on behalf of the Committee unless expressly authorized to do so through the action of the Committee as a whole.

- 1
2 (D) If any Committee member is absent for three consecutive regular meetings or one-third of the all
3 regular meetings during any twelve-month period, the chair shall declare the member's position
4 vacated unless the Committee, at its next meeting, determines there was good cause for the member's
5 absence.
6
7 (E) Members shall serve without compensation. A member shall not knowingly solicit or accept any
8 benefit for having exercised the member's duties or that might reasonably tend to influence the
9 exercise of the member's duties. A member shall not vote on any item for which the member has a
10 conflict of interest.
11
12 (F) A member who seeks to resign from the Committee shall submit a written resignation to the chair of
13 the Committee. Resignations shall be effective when given, unless a later effective date is specified.
14 If possible, the resignation should allow for a 30 days' advance notice so a replacement can be
15 appointed.
16

17 **ARTICLE 4. OFFICERS.**

- 18
19 (A) The officers of the committee shall consist of a chair and a vice-chair.
20
21 (B) Officers shall be elected annually by a majority vote of the Committee at its initial meeting and
22 thereafter on the first regular meeting after October 1st. In the event a current officer becomes
23 ineligible to serve as an officer, the Committee may hold an emergency election as needed.
24
25 (C) The term of office shall be one year, beginning November 1st and ending October 31st. An officer
26 may continue to serve until a successor is elected. A person may not serve as an officer in a designated
27 position of a committee for more than three consecutive one-year terms. A person who has served as
28 an officer in a designated position of a committee for three consecutive terms is not eligible for re-
29 election to that designated office until the expiration of two years after the last date of the person's
30 service in that office. The committee may override the term limit provision for an officer by an
31 affirmative vote of two-thirds of the authorized committee members, excluding any vacancies.
32
33 (D) A member may not hold more than one office at a time.
34

35 **ARTICLE 5. DUTIES OF OFFICERS.**

- 36
37 (A) The chair shall preside at Committee meetings; appoint all working groups, represent the Committee
38 at ceremonial functions and approve each final meeting agenda.
39
40 (B) In the absence of the chair, the vice-chair shall perform all duties of the chair.
41
42
43
44

45 **ARTICLE 6. AGENDAS.**

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47

1 (A) Three or more committee members may place an item on the agenda by written request to the staff
2 liaison at least ten days before the meeting. After first consulting with and receiving input from the
3 staff liaison, the chair shall approve each final meeting agenda.
4

5 (B) Posting of the agenda must comply with Texas Government Code Chapter 551 (Texas Open Meetings
6 Act).
7

8 **ARTICLE 7. MEETINGS.** 9

10 (A) The committee meetings shall comply with Texas Government Code Chapter 551 (Texas Open
11 Meetings Act).
12

13 (B) In November of each year, the Committee shall adopt a schedule of the meetings for the upcoming
14 year, including makeup meeting dates for the holidays and cancelled meetings.
15

16 (C) The chair may call a special meeting, and the chair shall call a special meeting if requested by three
17 or more members. The Committee may not call a special meeting more often than once per calendar
18 quarter.
19

20 (D) A majority of the number of Committee members, excluding all vacancies, shall constitute a quorum.
21

22 (E) If a quorum for a meeting does not convene within one-half hour of the posted time for the meeting,
23 then the meeting may not be held.
24

25 (F) If a quorum is present at a meeting, a Committee may take action by an affirmative vote of a majority
26 of the members present.
27

28 (G) The chair has the same voting privilege as any other member.
29

30 (H) The Committee shall allow citizens to address the Committee on proposed action items and during a
31 period of time set aside for citizen communications. The chair may limit the number of speakers to
32 five and may limit a speaker to three minutes.
33

34 (I) The staff liaison shall prepare the committee minutes. The minutes of each Committee meeting shall
35 include the vote of each member on each item before the Committee and indicate whether a member
36 is absent, recused, or failed to vote on an item.
37

38 (J) The staff liaison shall retain agendas, approved minutes, internal review reports and bylaws. The
39 documents are public records under Texas Local Government Code Chapter 552 (Texas Public
40 Information Act).
41

42 (K) The chair shall adjourn a meeting not later than 6 p.m., unless the Committee votes to continue the
43 meeting.
44

45 (L) Each person and member attending a Committee meeting should observe decorum. A person or
46 member should not speak out of turn, use disparaging or abusive language, or make threats of violence
47 against any other person during a meeting.
48

1 **ARTICLE 8. COMMITTEES/WORKING GROUPS.**

2
3 The Committee may establish working groups from its members, as needed, to conduct the
4 Committee’s business. A working group may be created for a specific purpose and shall be dissolved once
5 that purpose has been accomplished. The Committee shall determine the size of a working group, which
6 shall be less than a quorum of the Committee. A working group may designate a chair, which the member’s
7 consent, but is not required to do so. A working group does not a quorum requirement and is not required
8 to post or hold its meetings in accordance with the Texas Government Code Chapter 551 (Texas Open
9 Meetings Act).

10
11 **ARTICLE 9. PARLIAMENTARY AUTHORITY.**

12 The rules contained in the current edition of Robert’s Rules of Order shall govern the Committee in
13 all cases to which they are applicable, except when inconsistent with these bylaws or with special rules of
14 procedure which the Committee may adopt.

15
16 **ARTICLE 10. AMENDMENT OF BYLAWS.**

17 These bylaws may be amended, modified, or repealed in whole or in part at any regular meeting of
18 the Committee by a vote of at least two-thirds of the number of Committee members, excluding any
19 vacancies.

20 The bylaws were approved by the Regional Affordability Committee at their meeting held on April
21 20, 2015.

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30 
31 Katy Zamesnik, Staff Liaison

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34 **The amended bylaws of the Regional Affordability Committee were approved unanimously at the November**
35 **19th, 2018 meeting of the Regional Affordability Committee. Motion to approved was made by Committee**
36 **member Teich, seconded by Committee member Greenberg, and approved 10-0.**



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2022-692

Agenda Date: 4/24/2023

Diversity Equity and Inclusion Update

Capital Metro Board of Directors Policy Statement Regarding Diversity, Equity, and Inclusion Adopted 7/19/21

The Capital Metro Board of Directors reaffirms the mission of the Capital Metro Transportation Authority (Capital Metro) to connect people and communities to jobs and opportunities by providing quality transportation choices. Through the provision of public transit as an essential public service, the Board of Directors further notes it is Capital Metro's goal to provide safe, equitable, reliable, and cost-effective public transit to improve mobility, and stimulate economic development. The mobility Capital Metro provides ensures access to jobs, healthcare, education, worship, entertainment and much more.

The Capital Metro Board is committed to diversity, equity, and inclusion in the delivery of our programs, projects and services, and to demonstrating our commitment through transparency and accountability. We define diversity, equity and inclusion as follows:

- **Diversity:** The range of human differences, including but not limited to, race, ethnicity, gender identity, sexual orientation, age, social class, physical or mental disability or functional ability, religion, national origin, language spoken or political beliefs.
- **Equity:** Fairness in process, distribution of resources, opportunity, and provision of varying levels of support to achieve greater fairness of outcomes.
- **Racial equity:** In acknowledgement of historical inequity based on race, where race no longer determines one's outcomes and when everyone has what they need to thrive.
- **Inclusion:** Involvement and empowerment, where everyone feels welcomed, respected, supported, valued, and has the opportunity to be heard.

We acknowledge the role transportation systems and infrastructure play in creating civil rights, social and economic inequities in the U.S. and affirm our commitment to address any inequities of our system. In the delivery of our programs, projects, and services, we commit to the following:

- We pledge to consider fare and service changes with a lens of minimizing and mitigating disproportionate impacts based on race, color or national origin and income level, in accordance with Title VI of the Civil Rights Act of 1964.
- Recognizing that the Capital Metro service area is a complex region, with varying views and perspectives, Capital Metro strives to create educational and engaging community dialogues inclusive of all races, cultures, and identities—ensuring fair access for underserved and excluded communities. We commit to furthering this work by providing equitable opportunities for diverse perspectives and communities to engage and be heard in Board decisions.
- We will seek to include opportunities for diverse vendors to do business with Capital Metro. Capital Metro engages the community to develop disadvantaged businesses in line with the Disadvantaged Business Enterprise (DBE) and Small Business Enterprise (SBE) programs and provide opportunities for small-business owners, people of color, women, and others to attain upward economic mobility through business with Capital Metro. We will meet the federal and local requirements for our DBE and SBE programs and strive to exceed those requirements. The Board commits to being mindful of the value these opportunities can provide for disadvantaged and small businesses.
- Concerning Capital Metro employment opportunities, we support the President and CEO's Equal Employment Opportunity Policy (Policy Statement OOD-104), which notes, "[Capital Metro] strives to have a workforce at all levels that reflects the community we serve" and commits to non-discrimination based on any protected class.

Finally, as we, the Board of Directors, make policy decisions to advance the Capital Metro mission and goals, we commit to integrating equity and inclusion into our policies, programs, and practices. We are collectively committed to being actively anti-racist and anti-discriminatory in our community and in our decision making and practices.

CapMetro

Diversity, Equity and Inclusion Update

April 24, 2023

Agenda

Diversity, Equity, and Inclusion (DEI) Update

FY 2022 Accomplishments, Overview of Workforce & Supplier Diversity

Looking Ahead

CapMetro Mission: To empower, enhance, and serve the region and its communities through the responsible delivery of high-quality public transportation.

“**CapMetro is committed to diversity, equity and inclusion** in the delivery of our programs, projects and services and to demonstrating our commitment through transparency and accountability.”

➤ *Board of Directors Diversity, Equity, and Inclusion Policy Statement*

CapMetro DEI Definitions:

Diversity

The range of human differences, including but not limited to, race, ethnicity, gender identity, sexual orientation, age, social class, physical or mental disability or attributes, religion, national origin and political beliefs

Equity

Fairness in process, distribution or resources, opportunity and provision of varying levels of support based upon need, to achieve greater fairness

Racial Equity

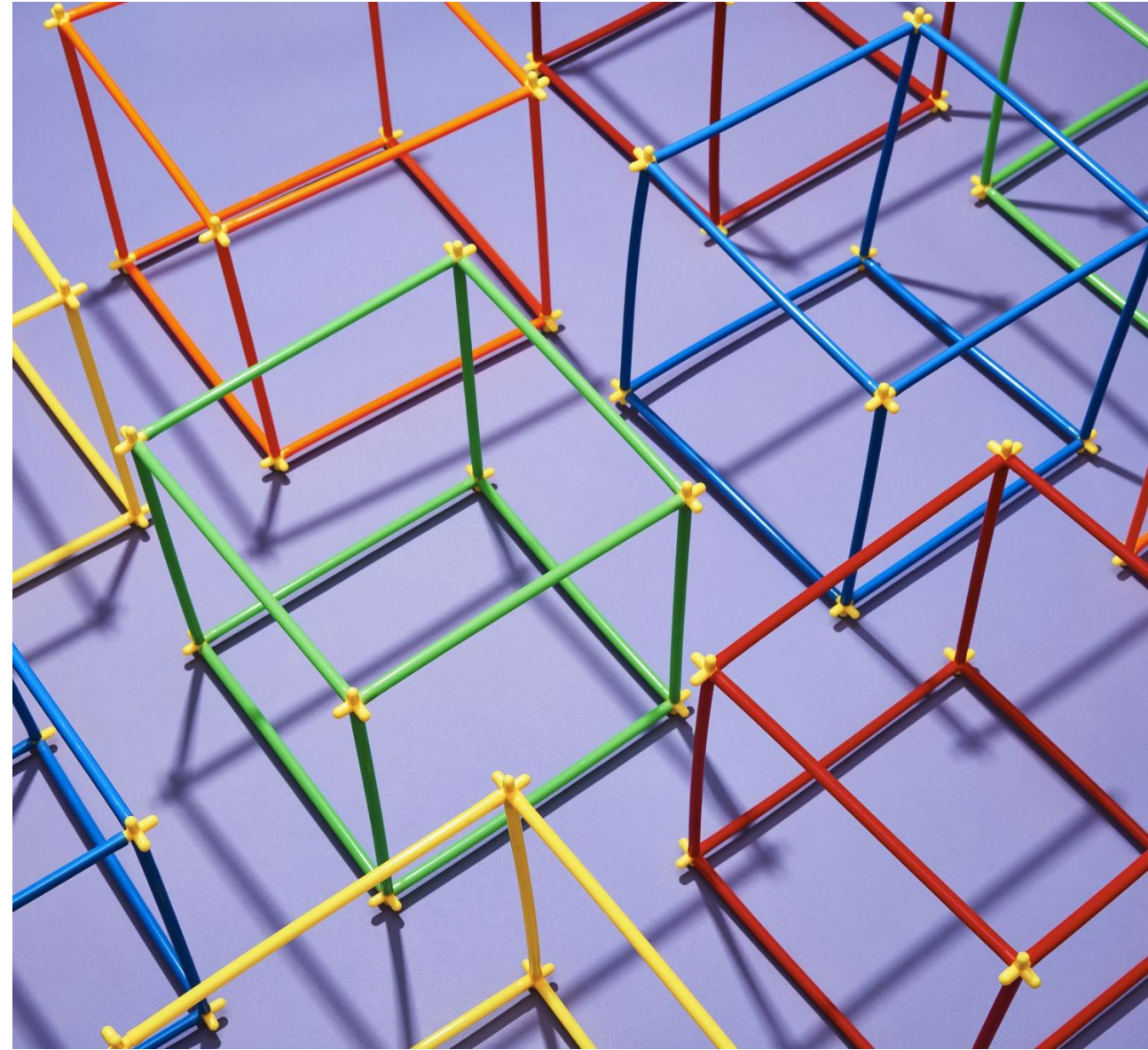
In acknowledgement of historical inequity based on race, where race no longer determines one's socioeconomic outcomes and when everyone has what they need to thrive

Inclusion

Involvement and empowerment, where everyone feels welcomed, respected, supported and valued

Diversity, Equity, and Inclusion Strategy Objectives

- ✓ Show Leadership Commitment
- ✓ Consider Equity in Service Decisions and Delivery
- ✓ Build Employee Understanding and Commitment
- ✓ Engage Employees, Community Partners and Stakeholders
- ✓ Maintain and enhance workforce diversity at all levels
- ✓ Become a leader in Contract/Vendor Diversity
- ✓ Build Accountability

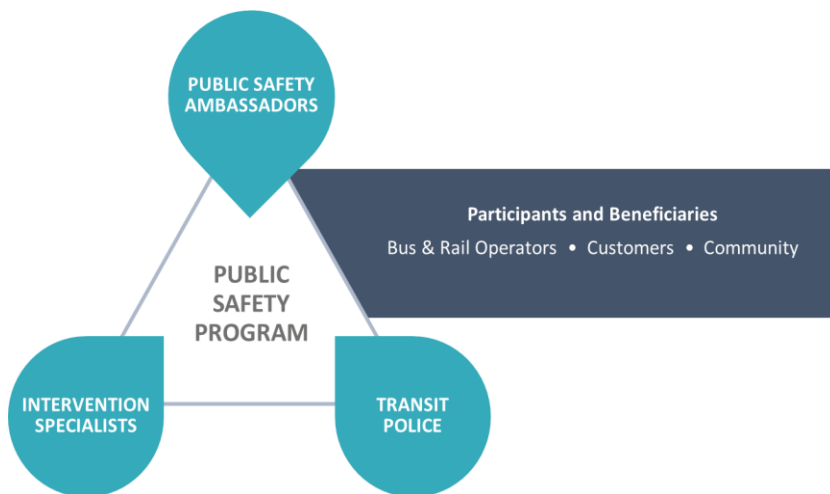


Fiscal Year 2022 Accomplishments by Objective

Leadership Commitment

Key Accomplishment:

Began Public Safety Advisory Committee to guide and support new Public Safety approach



Engaged workforce, partners and stakeholders

Key Accomplishment:

Engaged DEI Advisory Group and began taking more business initiatives and projects to the advisory group as a regular course of action.

Employee Understanding & Commitment

Key Accomplishment:

DEI Training for Leadership Team
Integrated DEI team into more business areas, including Sponsorship Committee & Sustainability

Fiscal Year 2022 Accomplishments by Objective

Build Accountability

Key Accomplishment:

Completed robust FTA triennial review, which resulted in ZERO findings!

Equity in Service Decisions & Delivery

Key Accomplishment:

Board authorization to implement a new, more equitable and accessible fare system and structure.





Workforce & Supplier Diversity

Workforce Diversity - *Executive Summary*

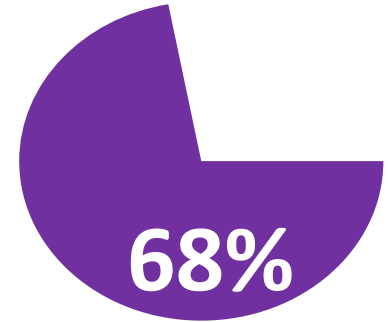
Diversity of Staff

- More racially diverse than the Austin market, both for CapMetro and service providers.
- CapMetro has similar gender equality to the Austin market
- We are continuing to work with our service providers and the union to identify opportunities to increase female staff.

Diversity in Promotions and Hiring

- New hires were more racially diverse than the Austin market.
- Promotion opportunities distributed equitably by gender and race.

Total Promotions 34



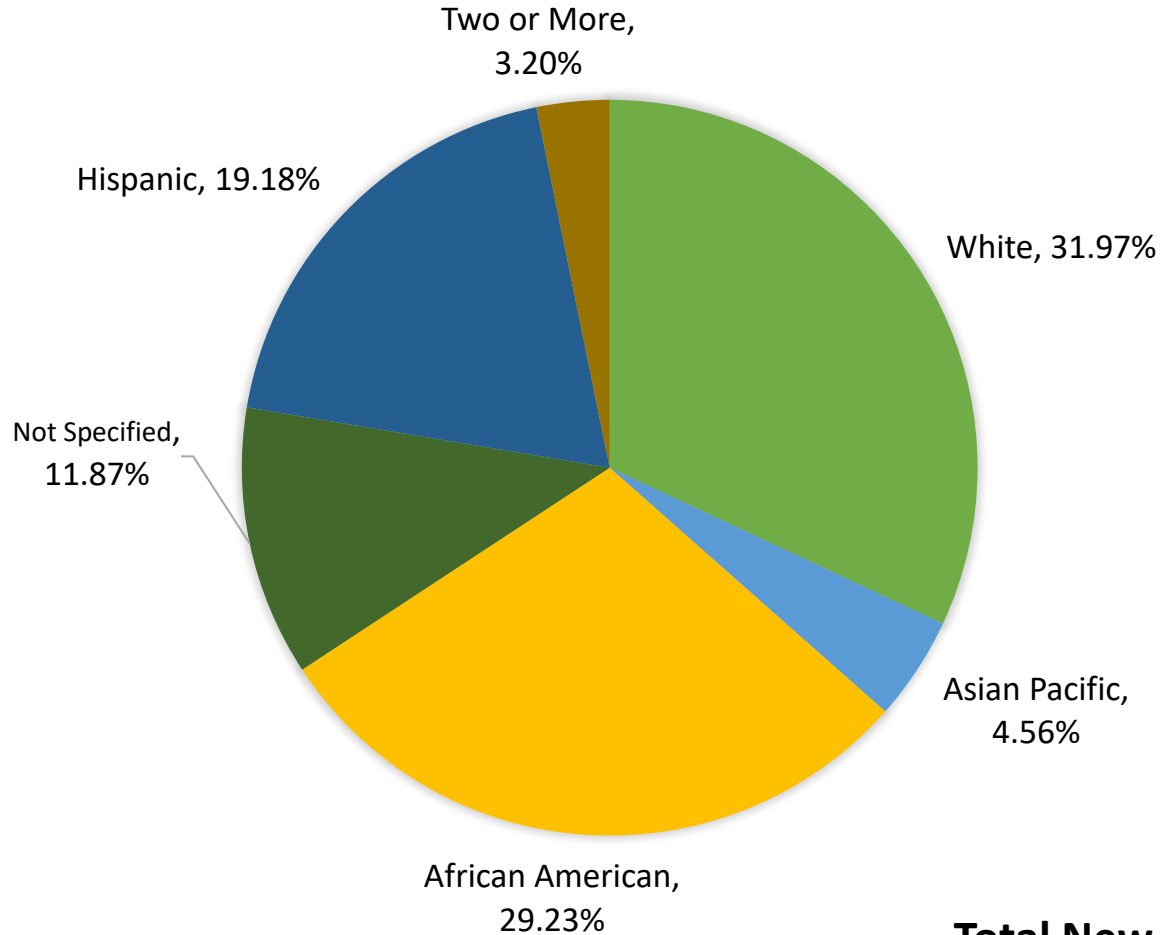
New hires in 2022 identified as non-white



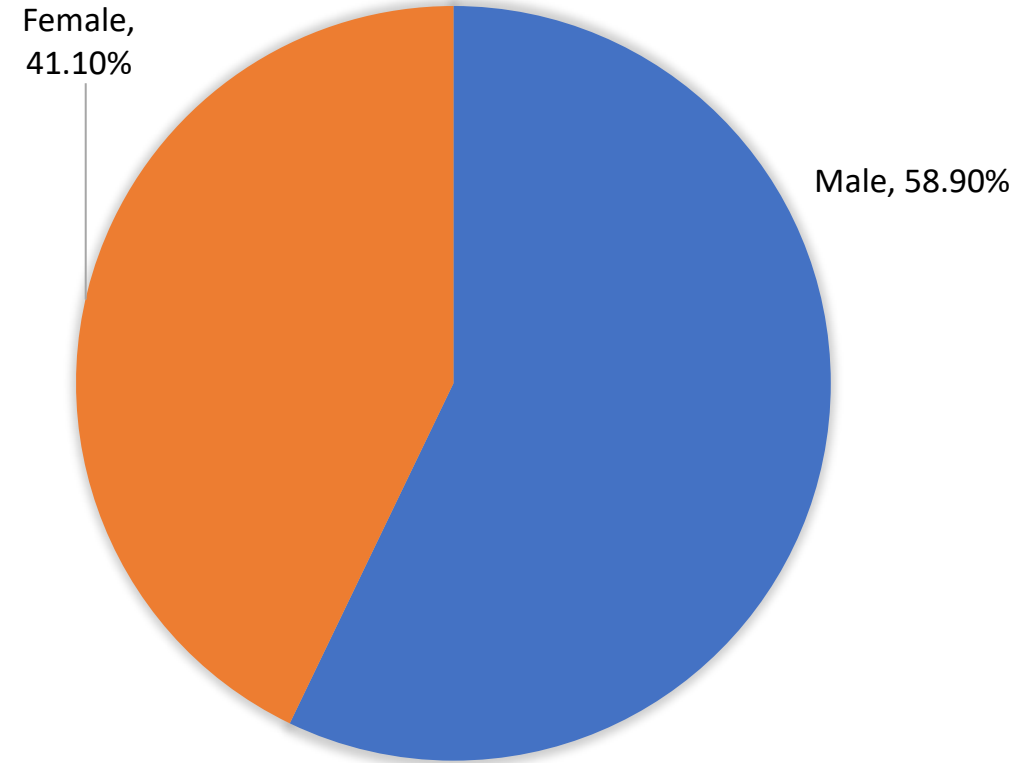
Staff promoted in 2022 identified as non-white

New Hire Demographics

New Hires by Race



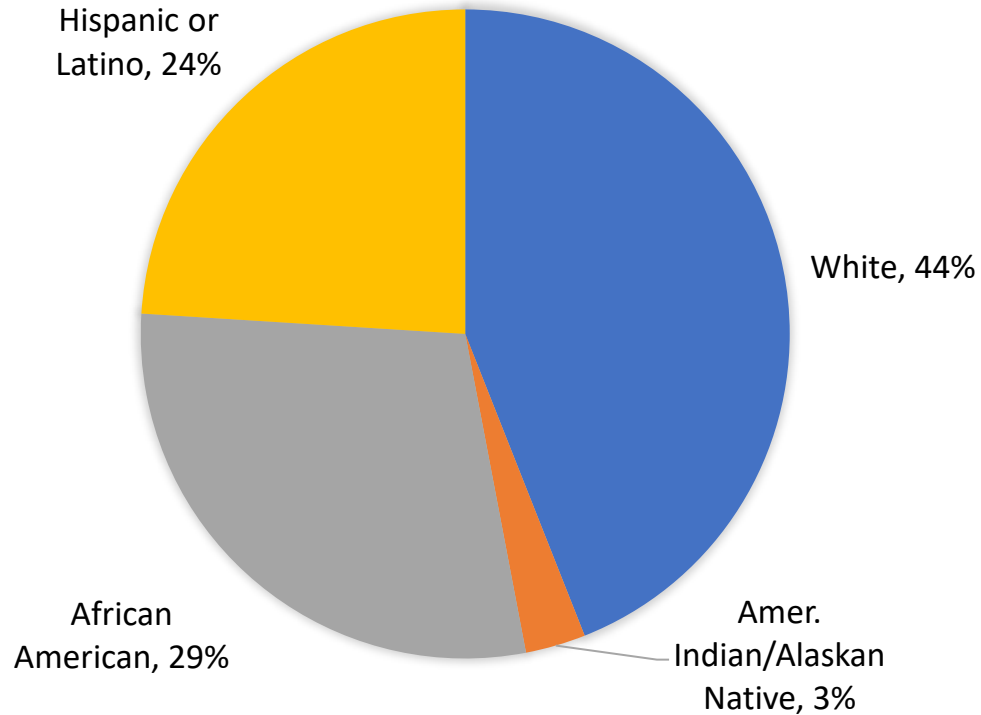
New Hires by Gender



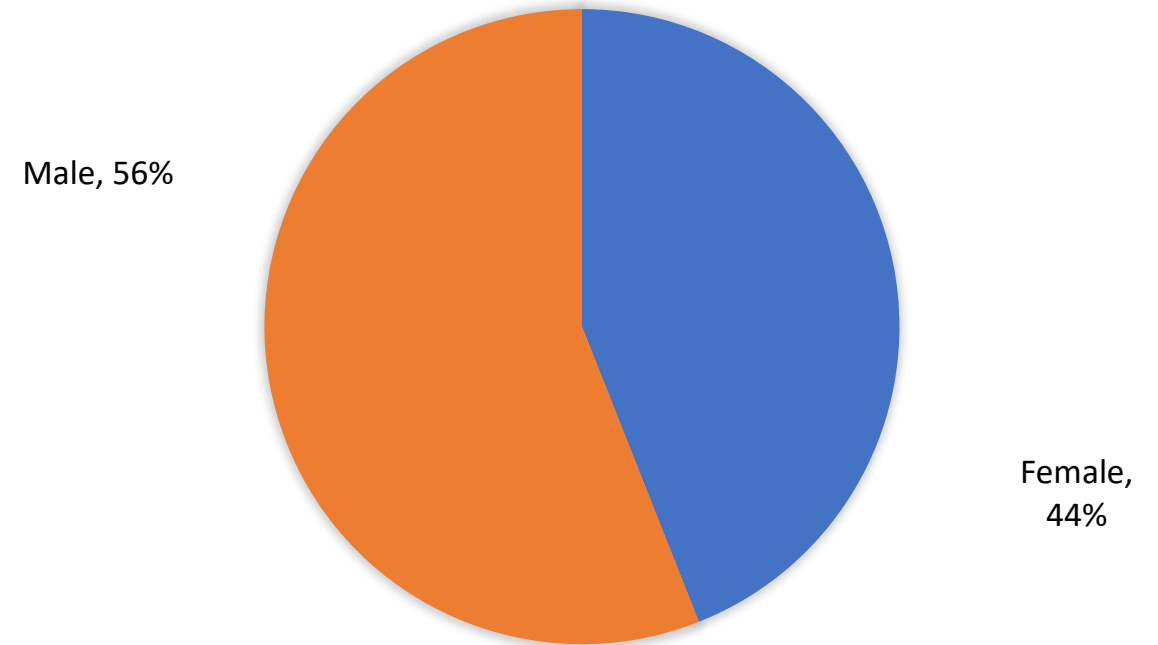
Total New Hires: 219
CapMetro Fiscal Year: October 2021 – September 2022

Promotion Demographics

PROMOTIONS BY RACE



PROMOTIONS BY GENDER



Total Promotions 34
CapMetro Fiscal Year: October 2021 – September 2022

Supplier Diversity DBE/SBE Awards & Commitments

FY 2021 30%	
Total Dollars Awarded	Total DBE/SBE Commitment
\$23,069,024	\$6,935,218

FY 2022 13.5%*	
Total Dollars Awarded	Total DBE/SBE Commitment
\$130,972,464*	\$17,742,848

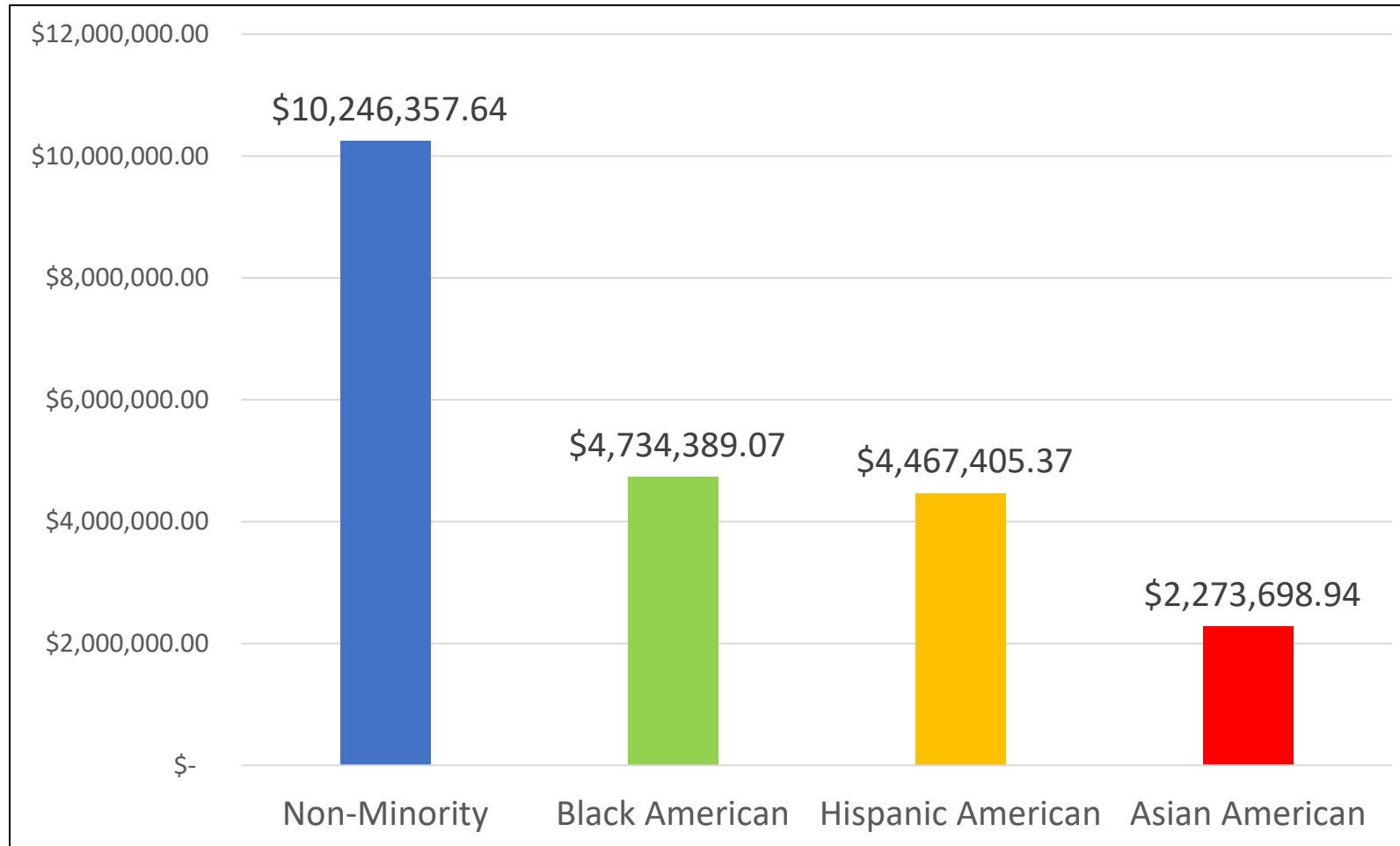


Total contract dollars awarded increased by \$107.9M.
Increase in DBE/SBE commitment by \$10.8M.

*Diesel Fuel and Vehicle Purchases resulted in significant total award increase in contracts with no DBE/SBE potential participation

Contractor/Vendor Diversity: FY22 Payments to DBE/SBE Contractors by Ethnicity

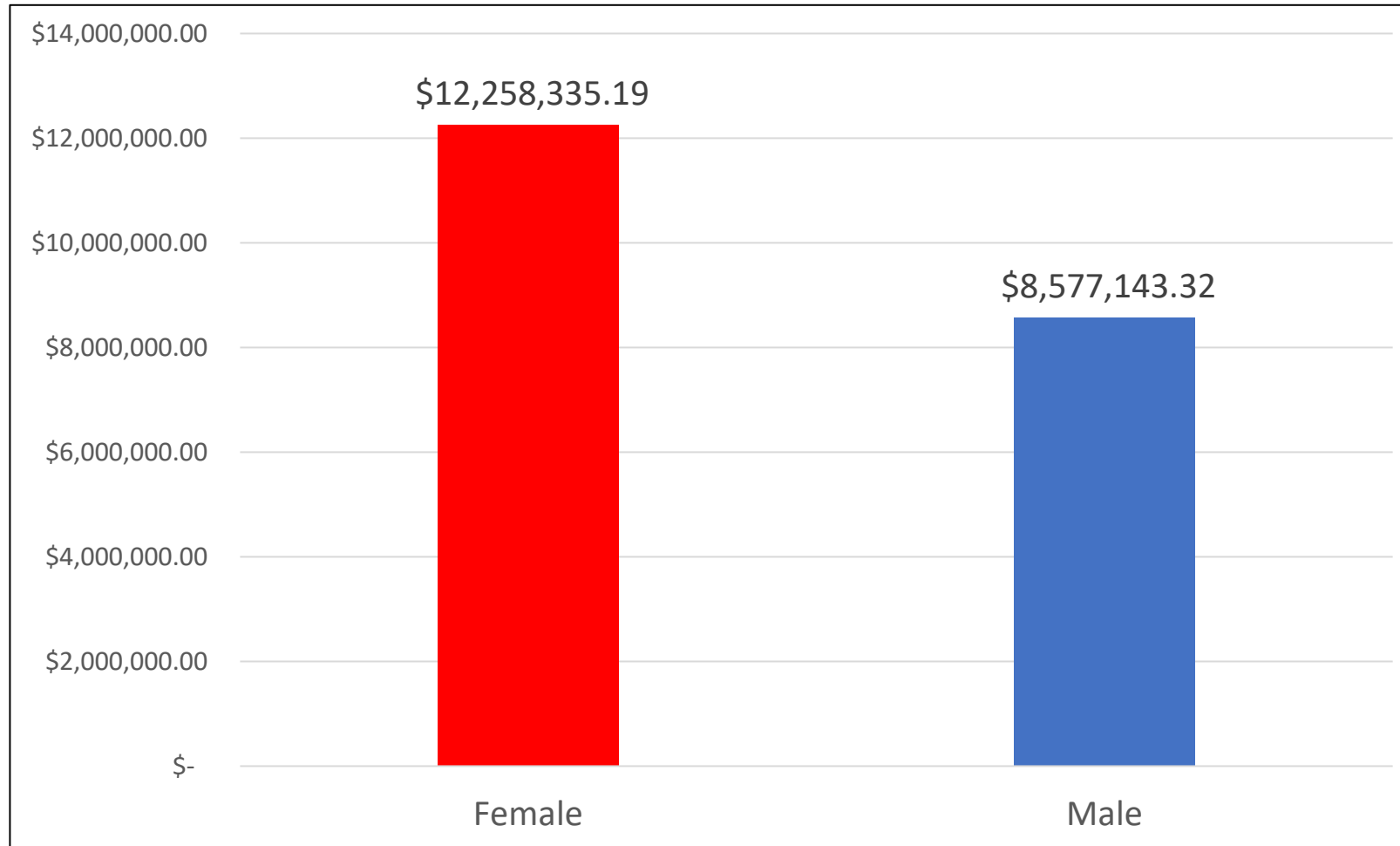
October 1, 2021 – September 30, 2022



\$21.7M in economic contribution to DBE/SBE contractors in FY 2022

Contractor/Vendor Diversity: FY22 Payments to DBE/SBE Contractors by Gender

October 1, 2021 – September 30, 2022



CapMetro

Looking Ahead

Availability and Disparity Study Complete

Internal & External Interviews Conducted

Internal – DEI, Project Managers, &
Procurement

External – Business Owners



Completed fall of 2022

Disparity Study Recommendations

- Additional Internal & External Checklists for bids/proposals
 - Commercially Useful Function (CUF)
 - Primes seeking substitutes
 - Good Faith Efforts
 - Contract Closures
- CapMetro Staff Training
 - Roles and Responsibilities
 - Goal Setting
 - Compliance Monitoring
 - Legal Standards
- Mentoring Programs



Additional Supplier Diversity Initiatives:

- Readiness Programs
 - [IC² Institute](#)
 - Provides a gateway for the progression of small business
 - [DivInc.](#)
 - 12-week accelerator programs
 - [Women's Business Council – Southwest \(WBCS\)](#)
 - Assists women-owned business obtain SBE certification
 - [SBEC Small Business Development Council](#)
 - Provides counseling and training to Small Business
- Conduct 1x1 meetings with vendors



Advancing the Understanding, Commitment & Culture Outcome

- To reinforce and expand our understanding of and commitment, and expand a culture of DEI we:
 - Host and celebrate multicultural events and observances
 - Continued DEI training throughout the organization to include uncomfortable conversations
 - Employee Engagement Surveys
 - 81.9% of Employees recognize Diversity, Equity, & Inclusion as “one of the organizations stated values and priorities”.



[Retelling Central History - House of Jacob Fontaine](#)

Strategic Plan Metrics

	Current Metrics	Potential Future Metrics
Workforce Diversity	Gender & Race Diversity	Additional workforce diversity characteristics Improvement of Employee Accessibility Tools
Organizational Effectiveness	DBE & SBE % of Vendor Contracts and payments	Increase DBE & SBE certified small businesses/utilization
Understanding, Commitment & Culture	2022 Employee Survey	Additional employee engagement surveys
		Employees attending DEI training
		Employee Resource Groups
Customer & Community	Community Engagement Multicultural Opportunities	Environmental Sustainability Improvements (Tree cover, metro bike access)
		Create Branding opportunities for DEI

Looking Ahead



- DEI will continue to be a priority of the agency
- Key activities in FY 2023:
 - In-depth training for all Executive Team and Management Team members
 - Complete roll out of new fare and customer payment systems, and monitor uptake within vulnerable communities
 - Continued presence in CapMetro's sponsorship and events
 - Equitable Transit Oriented Development (ETOD)
 - Complete transition to Oracle and streamline DBE/SBE reporting and monitoring
 - Receive Board approval of Service Standards and Guidelines

CapMetro

Thank you!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2022-585

Agenda Date: 9/26/2022

President & CEO Monthly Update



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-783

Agenda Date: 4/24/2023

Memo: Process to Appoint a New Board Member to the Austin Transit Partnership Board (March 31, 2023)

FROM: Dottie Watkins, President & CEO, CapMetro

DATE: March 31, 2023

SUBJECT: Process to Appoint a New Board Member to the Austin Transit Partnership Board

Austin Transit Partnership Board Member Tony Elkins has resigned his position as the Community Expert in Finance on the Austin Transit Partnership (ATP) Board, effective April 30, 2023. The Austin City Council and CapMetro Board must jointly appoint a new ATP Board Member to complete Board Member Elkin's term, which ends in January 2025. The purpose of this memorandum is to provide the CapMetro Board of Directors and Austin City Council an overview of the recommended process proposed by Joint Partnership staff to appoint a new Board Member to the ATP Board of Directors.

Nominating Committee & Process

The ATP Articles of Incorporation present the following qualifications for the Community Expert position of Finance: (1) At least 10 years of experience in finance, financial management, banking, or investing with a focus on large capital projects; and (2) Experience with budgets over \$250M and/or comparable academic policy experience.

To appoint a new Board Member, which is one of the three Community Expert Directors on the ATP Board, the Project Connect partners must follow the ATP Articles of Incorporation, which state "... Community Expert Directors shall be selected through a nomination and appointment process wherein qualified members of the community shall submit an application to the Corporation (ATP), which will provide the applications that meet the criteria to the Nominating Committee". The Nominating Committee is composed of the chairs of the City Council Audit and Finance Committee, the City Council Mobility Committee, the CapMetro Finance, Audit and Administration Committee, and the CapMetro Operations, Planning and Safety Committee.

In addition to the requirements in the ATP Articles of Incorporation, the Austin City Council approved [Resolution No. 20221208-074](#) on December 8, 2022, and the CapMetro Board of Directors approved [Resolution No. AI-2022-683](#) on January 30, 2023, calling for increased transparency in the Nominating Committee process and criteria for selection. Policy direction calls for the following actions:

- The Nominating Committee process and criteria for selection will be made publicly available at the time the Nominating Committee publishes a solicitation for applications.
- The Nominating Committee is to seek feedback from the Community Advisory Committee (CAC) on the criteria for selection before the criteria is finalized.
- Applications are to be made publicly available once applications are submitted to the Austin Transit Partnership.
- Any preliminary selection, including interviews or elimination of applications by the Nominating Committee will be made public as soon as the Nominating Committee decides.
- Nominations by the Nominating Committee also will be made public for at least two weeks in advance of the joint approval of nominees by the City Council and CapMetro Board of Directors.
- The Nominating Committee may recommend more than one nominee to the City Council and CapMetro Board of Directors for further deliberation and appointment.

Based on past precedent and recent policy guidance, the Joint Partnership staff recommends the following process and suggested timeline to facilitate the appointment of the new ATP Board Member. *Note, the below timeline will be presented to the Nominating Committee for consideration and the timeline may be modified at the discretion of the Committee based on the availability of its members.*

Proposed Timeline (subject to change)	Summary of Actions
Week of April 3, 2023	Staff will provide the Nominating Committee with a copy of the existing ATP Board Member application for their review.
April 13	Per the recent resolutions of the Austin City Council and CapMetro Board, staff will present information to the CAC at its April committee meeting. Feedback from the CAC will inform additions to the selection criteria.
April 24 – May 31	ATP staff will publish information to the ATP website, www.atptx.org , to include the application, minimum qualifications, and other relevant information responsive to policy direction. The application will also be linked to ProjectConnect.com and shared publicly via the Project Connect partners’ communication methods (i.e., newsletters, social media, etc.). Joint Partnership staff recommend the application intake process to remain open for a minimum of 30 days. Applications will be published online once the application window closes.
June 1 – June 8	Once the application window closes, ATP staff will review the applications to ensure the minimum qualifications are met. ATP staff will forward results to the Nominating Committee to include applications that meet the minimum qualifications, as well as a summary of any applications deemed ineligible with a summary noting rationale for results. The results of this review will be published online.
June 9 – June 30	The Nominating Committee will review applications and conduct interviews of applicants at the Committee’s discretion. Joint Partnership staff will not participate in the work of the Nominating Committee to interview or identify the Committee’s recommended appointment; however, staff may support the logistics of this process, at the request of the Committee. Applicants selected for interviews will be published online.
Week of July 3	The Nominating Committee will notify the CapMetro Board Austin City Council and Joint Partnership staff of its recommended nominee(s). At the next regular meeting of each body, the CapMetro Board and Austin City Council will discuss the recommendation and vote to confirm the appointment.
July 20	Nominating Committee’s recommendation to be considered by the Austin City Council.
July 24	Nominating Committee’s Recommendation to be considered by the CapMetro Board of Directors.
August 23	Appointee’s first ATP Board Meeting to serve remainder of term (ending January 2025).

City of Austin and CapMetro staff will convene the Nominating Committee to ensure this process meets the Committee's availability and discuss a final timeline to execute this process. Any modifications to the proposed timeline will be communicated to the Joint Partnership and will be published online.

If you have any questions about this process, please contact Liane Conte, Chief of Staff for the City's Project Connect Office (Liane.Conte@austintexas.gov), or Cheyenne Krause, Chief of Staff for CapMetro (Cheyenne.Krause@capmetro.org).

cc: Robert Goode, Assistant City Manager, City of Austin
Greg Canally, Executive Director, Austin Transit Partnership