Agenda

Capital Metropolitan Transportation Authority

Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, November 22, 2021 12:00 PM 2910 East 5th Street, Austin, TX 78702

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

I. Call to Order

II. Public Comment:

III. Advisory Committee Update:

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

IV. Board Committee Updates:

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

V. Consent Items

1. Approval of minutes from the October 25, 2021 board meeting.
2. Approval of a resolution adopting the 2022 Board Meeting Calendar.
3. Approval of a resolution authorizing the President & CEO, or his designee, to modify the KPMG, LLC contract # 200611 for Enterprise Resource Planning (ERP) Consulting services, increasing the original Board authorized amount by $259,085, plus a contingency amount of $250,000, for the addition of a Business Analyst to lead systems integrations with the Oracle Enterprise Resource Planning (ERP) system for a new not-to-exceed amount of $3,040,376.

VI. Action Items:

1. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with SHI Government Solutions to renew Capital Metro licensing of the Microsoft licensed software suite of products for a three (3) year period for an amount not to exceed $1,431,390, which includes a 20% contingency to account for future growth.

2. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Spare Labs Inc. for a Demand Response Transit System solution and implementation for a base period of twenty-two (22) months with ten (10) one-year option periods in an amount not to exceed $4,201,206.

3. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with MTM, Inc., in an amount not to exceed $2,090,874 in order to provide functional assessment services for the MetroAccess Eligibility Department. This amount is for a base term of three (3) years with two (2) one-year options for a total of up to five (5) years.

4. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with CFJ Manufacturing for uniform services for a period of one year with an option for two additional years, in an amount not to exceed $1,835,118.

5. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute an Advance Funding Agreement with the Texas Department of Transportation for up to $4,697,745 in Federal financial assistance for preliminary engineering, final design, and environmental clearance of the Capital Metro North Lamar Boulevard / Airport Boulevard - MetroRail Grade Separation project.

VII. Discussion Items:

1. Fare Policy Overview and Customer Payment Systems Update

2. Workforce Planning Update

3. Winter Storm After Action Report

4. Operations Update

VIII. Reports:

1. President & CEO Report

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

Section 551.074 for Personnel Matters related to the annual performance review of the President & CEO.

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: Wade Cooper, Chair; Jeffrey Travillion, Vice Chair; Eric Stratton, Secretary; Terry Mitchell; Becki Ross; Ann Kitchen, Leslie Pool and Pio Renteria.

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.

2910 East 5th Street
Austin, TX 78702

Capital Metropolitan Transportation Authority

Board of Directors | **Item #:** AI-2021-189 | **Agenda Date:** 8/30/2021

Customer Service Advisory Committee (CSAC)

Capital Metropolitan Transportation Authority
Customer Satisfaction Advisory Committee (CSAC) Meeting Minutes
Wednesday, November 10th, 2021
Virtual Presentation
6:00 PM – 7:30 PM

Attendees
Committee Members: Fangda Lu, David Foster, Taylor Ephraim, Diana Wheeler

Capital Metro Staff: Edna Parra, Brian Carter, Allen Walker, Tevin Lionel

Welcome / Introductions / Call to Order

6:00 PM

Welcome / Introductions / Call to Order
Chair Ephraim Taylor

Public Communications
Taylor Ephraim: I wanted to bring up an issue with the dashboard for CapMetro. A number of the [unintelligible] are outdated. If you try to look at ridership information or time-table information, it says it was last updated for December 2020. I have concerns that people are not able to access the latest data and information. This is on the Performance Dashboard.

Edna Parra: I will confer with someone who oversees that.

Capital Metro Brand Refresh
Brian Carter – *Executive Vice President, Chief Experience & Engagement Officer*

Why Are We Doing This Now?

- The Agency and the region are changing. We are at a pivotal moment as Austin becomes a true metropolis.
- As our organization evolves and new services and infrastructure are developed, so too should our brand.
- The current brand identity does not reflect the dynamism of the Agency or the region.
- New items like vehicles, stations, and uniforms are being procured soon, so now is an opportune time to apply a brand refresh.
- It's the perfect time to pivot toward the future.

Brian Carter: Capital Metro portrays a very specific area. The Capital. We want to make sure that as we grow our service area, that we can make relevant messages to them, that is married to a specific geographic location.

Brand Refresh Timeline

- **November 2020** – Project Connect Passes
- **March 2021** – Project Kick-off
  - Peer review study
  - Stakeholder interviews
  - Brand perception survey administers
- **May 2021** – Brand refresh project overview for CapMetro Board
- **June 2021** – 2021 Brand perception survey conducted
- **September 2021** – Brand perception survey results presented to CapMetro board
- **Oct/Nov 2021** – Brand refresh concepts presented to CapMetro Board, CSAC and Access committees
- **Nov/Dec 2021** – Brand refresh further refinements
- **January 2022** – New Branding added to uniform procurement
- **March 2022** – New branding elements begin appearing on website and social medias

Spring 2021 Brand Refresh Research

CapMetro should be seen as:

- Essential to our customers
- Relevant to the community
- Innovative
- Inclusive
- Accessible
- Major Player
- Dynamic and adaptable
- Exciting
- Future facing

Peer Audit

Some leverage Metro overtly; mostly wordmarks with logos or single graphic devises:

Dallas Area Rapid Transit

Rapid Transit Denver

Phoenix Valley Metro

Tri Met (Portland)

MARTA (Atlanta)

LA Metro (Los Angeles)

Brian Carter: We don't want to copy another city's logo. Austin is a very specific community with a unique transit culture that is growing, but we're not as established as these other cities. So, our brand needs to evolve as we grow in the Austin area.

Peer Organization Audit

MARTA: simple wordmark + ownable color palette + simple graphic device that scales up and down with need. Net: audience readily associates elements of the system; flexibility is key.

Brian Carter: MARTA is relatively new withing the city of Atlanta, but had established a recognizable color palette and logo device that is recognizable within the city.



Logotype | Device

The T: Shorthand symbol acts as unifier where formal name won't work. Net: Audience readily associates elements of the system.

Brian Carter: The Massachusetts Bay Transportation Authority uses a "T" logo mark to signify where transit stops and amenities are. This is a recognizable element within the city that can easily convey that this is a transit post. From the subway to buses to stations the "T" displays the transit service.



Commercial Organization Audit

jetBlue: Conjugate wordmark + limited color palette + pattern variance + voice. Net: Audience readily associates elements of the system; flexibility is key.

Brian Carter: jetBlue uses different patterns on the vertical stabilizers or tails of the aircraft but you can see there is consistencies within them. "jetBlue" is in the same position and is consistent with its size and font, while the background takes on different patterns within the same blue color palette the brand is known for.



Brand Design Criteria

- Flexible design vocabulary for longevity as CapMetro evolves
- Timeless wordmark as foundation; evolved from current
- Reserve icons and symbols for wayfinding to improve accessibility and inclusivity
- Strong base brand color palette with opportunity for accents
- Ownable graphic forms
- Expansive pattern palette to provide flexibility + community relevance
- Communicate the energy and vitality of CapMetro and the community
- System needs to scale from facilities, wayfinding and fleet to uniform and pixels

Brian Carter: We wan to increase recognizability within the area by creating a logo wordmark, where our logo is our name. When people see our colors, our logo, our brand they know they are being service by CapMetro.

Wordmark

Own your name; retain legacy batwing M; modernize typeface: precise, reliable friendly



Color Palette

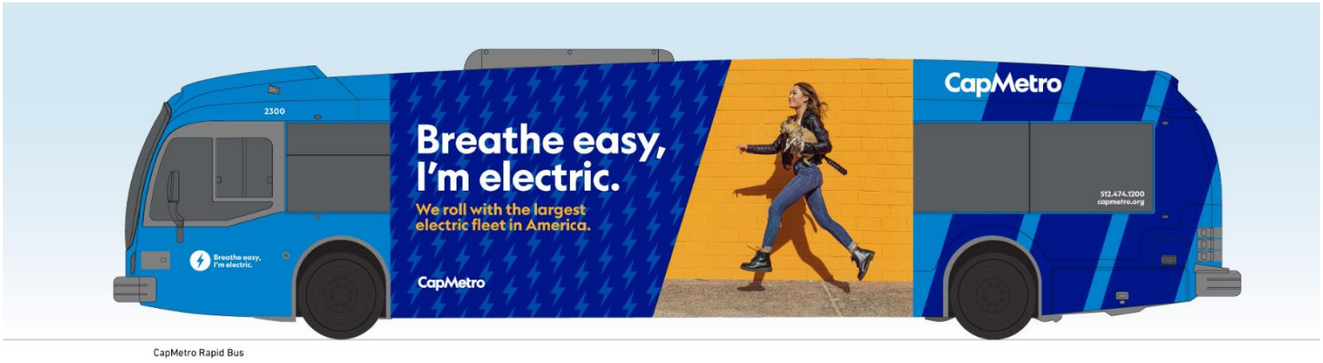
Ownable and limited; CapMetro bus blue + punchy electric blue + white Reserve other colors such as yellow and red for use in wayfinding and service or route IDs



Symbol

Use batwing M as universal symbol to help users connect the dots of our system.

Brian Carter: The same way that a parking “P” or a hospital “H” on a sign is instanly recognizable, we’d like to have the “M” to mean something to people around the city and they know instantly that this is an area served by CapMetro



CapMetro Rapid Bus

Strategic and Creative Next Steps

- Meet with Access, DEI Council, and CSAC for input
- Complete study of future use of color, symbols, and naming conventions through the system
- Complete study of livery for all existing and known future vehicles
- Complete study of signage applications for current and future use
- Analyze and coordinate with Operations on timing of vehicle interoperability plan

Diana Wheeler: I really like the Batwing M

Brian Carter: Yeah, we are hoping it becomes an iconic piece of our agency and could even be embellished onto merchandise.

Edna Parra: When will the Brand Refresh be officially launched?

Brian Carter: This will begin to be implemented in Quarter 1 of 2022. Cynthia Lucas, our Marketing Director, is rolling out what the schedule of implementation will look like. If we stay on track, we can see changes beginning in in January. The Brand Refresh will be slowly phased into service, so it won't be new logos everywhere all at once.

Allen Walker: What is the budget for this project?

Brian Carter: The CapMetro operating budget has around $230,000 applied to the to the Brand Refresh. That fund also goes into some of our digital assets like the website and mobile app. To get more into detail: Depending on how long it takes to completely Brand Refresh all of our physical assets the budget is subject to change. We will present how long we expect it to take as the next Fiscal Budget meeting and divulge further into specifics.

Customer Care Report
Allen Walker, Director, Customer Care

Introducing The Customer Care (Go Line) Team

- The Team
  - 10 customer Care Representatives
  - 2 Supervisor, 1QA Specialist, 1 Analyst, 1 Manager and 1 Director
- Covering 7 days a week: Mon – Fri / 7AM – 8PM, Weekends & Holidays 8AM – 5PM
  - Over 350 customer transactions handled a day!

	September 2021	March 2021	March 2020
Calls Answered	8,749 (7.5% become CCRs)	6,742	10,623
Emails Answered	527	399	1,114
Web CCR's Responded To	512	198	158
Voicemails Responded To	19	22	42
Social Media Received	832	614	n/a
Social Media Responses	165	64	n/a
CCR's Created	1,289	889	1,393

Fiscal Quarter-4 2021 vs. 2020

- Of Q4 CCRs, 78% complaints, 16% compliments, 11% suggestions, requests, and comments.
- Today's data reflects operational service, excluding the administrative and non-operational CCR queues.
  - Fixed Route
  - Rail
  - Demand Response
- And, today's data is specifically about Complaints.
  - No compliments, comments, suggestions, and requests included
- Lastly, for perspective, keep in mind these counts are over 90 days.

The Customer Comment Reporting Process

- Customer contacts Customer Care Team (via call, email, social, web)
  - CC attempts to assist/educate/explain and/or resolve customer concern.
    - A formal complaint may become unnecessary once explanation of service is provided.
  - CC creates a Customer Comment Report when a customers' statement requires further:
    - Follow-up
    - Action
    - Or, has apparent worthiness to record for further review or action
- Department Action Officers review, take action.
  - Service Providers contractually accountable for complaints.
- Management reviews CCR's at individual and department levels.

Source: Customer Comment Reports – CCR

Fiscal Quarter-4 2021 vs. 2020 – Complaints

Fixed Route

Purpose: Complaint Subcategory: Top 4	2020	2021
Hazardous Operation	150	158
Vehicle	511	742
Courtesy & Behavior	234	193
Rules & Procedures	378	284

Purpose: Complaint Subcategory: Vehicle	2020	2021
Passed By	297	268
Late	72	82
Early	38	29
Overcrowding	3	2
No Show	33	289
Off Route	26	33
Blocking Traffic	4	5
Condition	12	9
Temperature	10	6
Announcements	1	2
Bike Rack	1	0
Schedule	1	0
Other	3	4

Rail Service

Purpose: Complaint Category: All	2020	2021
Injury / Prop. Damage	1	0
Vehicle	1	3
Courtesy & Behavior	1	2
Equipment Failure	4	0
Amenities	2	1
Rules & Procedures	2	3
Schedule	1	1
Layover Point	0	1
Rail	14	16

Purpose: Complaint Category: Rail	2020	2021
Hazard	0	1
Crossing or Signal	5	6
Fencing	0	1
Other	3	3
Graffiti	1	0

Demand Response

Purpose: Complaint Category: Top 4	2020	2021
Hazardous Operation	19	19
Vehicle	23	50
Curotusey & Behavior	53	79
Rules & Procedure	22	54

Purpose: Complaint Category: Hazardous Operation	2020	2021
Metro Access	17	19
Mobility on Demand	2	1

Purpose: Complaint Category: Courtesy & Behavior	2020	2021
Metro Access	49	74
Mobility on Demand	4	4
Non-Service Related Issue	0	1

Purpose: Complaint Category: Top 4	2020	2021
Passed By	0	1
Late	9	12
Early	0	3
No Show	6	23
Blocking Traffic	2	3
Condidtion	3	1
Temperature	0	1
Other	0	1
Face Covering	1	6

A Few Randomly Selected Compliments from Q4

- **Demand Response Coordinator T'Wanna Lloyd**
  - *"Customer stated this was her first time using the Dessau Pickup service and she really appreciates the service. Customer stated she spoke with a rep named T'Wanna who did an awesome job assisting her. Customer stated she gives kudos to her! Customer stated T'Wanna was very patient and professional and wished she could send something to her."*
- **Fixed Route Operator Steven Joseph:**
  - *"Please commend operator number 303290. Today was my husband's first time using Austin Cap Metro and my second. We were having trouble getting our phone apps to scan when we boarded the bus and this operator was so kind and helpful. We will be better passengers in the future because of the help he rendered today."*
- **MetroAccess Operator Melissa Jackson:**
  - *"Customer stated that her window p/u time was between 820-850am. Customer stated that the operator went above and beyond her job duties. Customer stated that she never had anyone to do the things that she did such as asking her if she needed a stool, open the door for her and when she arrived to her destination(HEB) the operator went inside the store and brought back a scooter for her to ride. Customer stated that it really touched her heart the way operator provided customer service."*
- **Fixed Route Tracey Collins:**
  - *"Riding with operator 303850 on route 383 northbound. Excellent driver...! It was at stop 4682 and I entered the bus at 9:15 pm. I mostly judge them by how they drive and air brake reflexes, some drivers jerk the bus with the air brakes way too often. Most drivers I found are pretty good at driving and friendliness."*

David Foster: What category would harsh braking fit under?

Allen Walker: Hazardous Driving would most likely be the category, unless you got injured, then it would an Injury Claim.

David Foster: I've brought up this concern before, some drivers tend to do "*jack-rabbit style"* braking (Stopping and releasing the brakes multiple times in quick succession.) I've wondered if they do this because they are under pressure to keep schedule.

David Foster: How do the drivers get corrected on their mistake?

Allen Walker: The operators are contracted, but they are still accountable for their mistakes. We pass the complaint over to the contract agency and they investigate the complaint.

David Foster: Are these complaint categories standard in the [Public Transit] industry.

Allen Walker: I can't directly confirm that they are standard categories across Transit Agencies. I've not found consistency and standardization from my own experience across the industry. I have found a working paper that has built categories and subcategories that could be used as a standard, but that would involve a massive overhaul in data entry for existing data points.

Chris Ephraim: Do you track the customer calls that do not end up as a CCR? Or categorize them?

Allen Walker: No, we do not regularly track that information. From time to time, there may be some sort of tally mark, but it is not official in any capacity.

Chris Ephraim: Do you see more complaints after service change?

Allen Walker: Yes, we get a rush of calls after a service change, but it flattens out after a week or two.

Fangda Lu: How many more passengers use MetroAcess verses MetroPickup?

Allen Walker: I'm not actually sure, I'll get back to you via Edna.

Chris Ephraim: You were doing or you were providing the numbers quarterly, do you also look at it based on ridership volumes over that quarter?

Allen Walker: I know I should, but I haven't done it. Someone made me more aware of it in the last two years.

2022 Customer Satisfaction Advisory Committee (CSAC) Work Plan
Edna Parra; Community Engagement & Outreach Manager
Went over the workplan for 2022 and will have final at the next committee meeting.

Suggested 2022 Agenda Topics

- Demand Response Technology
- Eligibility
- Project Connect Update every month
- Quarterly Updates From ATP

Email Edna Parra for access to spreadsheet on the Work Plans for the Access Committee: edna.parra@capmetro.org

Elections are next month

Next Meeting December 15th 2021

2910 East 5th Street
Austin, TX 78702

Capital Metropolitan Transportation Authority

Board of Directors | **Item #:** AI-2021-190 | **Agenda Date:** 8/30/2021

Access Advisory Committee

Capital Metropolitan Transportation Authority
Access Advisory Committee
Wednesday, November 3, 2021
5:30 PM – 7:30 PM

Attendees
Committee Members: Andrew Bernet, Audrea Diaz, Christopher Westbrook, Estrella Barrera, Glenda Born, James Bush, Mike Gorse, Paul Hunt, Raul Vela, Chris Prentice

CapMetro Staff: Brian Carter, Chad Ballentine, Edna Parra, Jocelyn Vokes, Julie Lampkin, Suzie Edrington, Tevin Lionel, Yannis Banks

5:30 PM

Welcome / Introductions / Call To Order
Chair Chris Prentice

Public Communications

Audrea Diaz: On Halloween late night rides for MetroAccess. How was this communicated by Metro. Does anyone have data on far the communication went?

Julie Lampkin: No, I didn't get to check with my team on Tuesday about if the posters went out on the vehicles. But I'll get with my team on that.

Audrea Diaz: I just wanted to bring it up so everyone is on the same page for next year and we know who needs a late-night ride or not.

Audrea Diaz: The Diversity, Equity and Inclusion Committee that I'm on, I don't think I'll be able to be on the committee anymore. The others in the committee don't understand the importance of MetroAccess

Chris Prentice: We appreciate your service on that committee. Glenda, are you willing to assume the position on the Diversity, Equity and Inclusion Committee?

Glenda Born: I've just been assigned to another committee council. I'd like to defer to someone else to take over that position for the Diversity, Equity and Inclusion Committee.

C**hris Prentice**: That's great to hear! Mike Gorse, would you be interested in joining the Diversity, Equity and Inclusion Committee in place of Audrea?

Chris Prentice: This is the third committee of CapMetro, there's CSAC, Access and Diversity, Equity and Inclusion. It's the newest committee. I believe they meet once a month.

Edna Parra: No, they meet quarterly. They meet in the middle of the day and they meet virtually right now. And if no one wants to make a decision right now, I can speak to Jacqueline Evans, the Director of Diversity, Equity and Inclusion, and get information and send it out to the group. We could actually make a decision in December, her next meeting is in January, though I'd need clarification on that date.

Audrea Diaz: I'd like to say personally, that the rhetoric used by the committee members was very damaging to my mental and emotional health as a disabled person. I'd like the committee to be aware of that. I am here because I value MetroAccess and its value to the community.

Mike Gorse: To answer the question, I'll consider it. If we don't need to decide right away, we could do it next month. We also have more committee assignment later on in the agenda.

Glenda Born: Two things. Firstly, I'd like the staff to remind the drivers, would be to let people out on curbside. In general passengers should be let out on curbside. Secondly, for Drivers who are door to door, remind them of their responsibilities and that they are door to door. Some drivers are not adhering to theses duties.

Chad Ballentine: That's a great contribution. We do need to remind drivers to follow through with safety and assistance responsibilities.

Paul Hunt: There are a lot of time where people are not reserving that there will be a dog on board. And that it is getting people into onboard violations. And on another note, there's a problem with wayfinding. Drivers who are unfamiliar with the area are getting lost and cannot find my home.

Julie Lampkin: That's definitely an issue, we'll look into how we can rectify that, by updating geo-codes and location data.

Glenda Born: I was on the way to the dentist, and I got a call, that the dentist wasn't going to be there. I was in the Access vehicle and the driver was able to call dispatch and being able to work with his change of plans and get me home accordingly. I'd like to compliment that action and the exceptional service being offered for passengers. This was during peak time, and they were still able to work with me.

Approval Of The Minutes

Capital Metro Brand Refresh
Brian Carter – *Executive Vice President, Chief Experience & Engagement Officer*

Why Are We Doing This Now?

- The Agency and the region are changing. We are at a pivotal moment as Austin becomes a true metropolis.
- As our organization evolves and new services and infrastructure are developed, so too should our brand.
- The current brand identity does not reflect the dynamism of the Agency or the region.
- New items like vehicles, stations, and uniforms are being procured soon, so now is an opportune time to apply a brand refresh.
- It's the perfect time to pivot toward the future.

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Brand Refresh Timeline

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Peer Audit

Some leverage Metro overtly; mostly wordmarks with logos or single graphic devises:



Dallas Area Rapid Transit



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Phoenix Valley Metro



Tri Met (Portland)



MARTA (Atlanta)



LA Metro (Los Angeles)

Brian Carter: We don't want to copy another city's logo. Austin is a very specific community with a unique transit culture that is growing, but we're not as established as these other cities. So, our brand needs to evolve as we grow in the Austin area.

Glenda Born: Something I'd like to add to the list of what CapMetro is, Connector. I believe CapMetro connects people.

Brian Carter: That's a good point to add, thank you.

Audrea Diaz: I've learned how to use the Access services in cities like Houston and San Antonio, and something I've learned in correlation with those services is they offer same day service. Another thing I'd like to advocate for is late-night night life. So something I'd like to bring to light is how would we expand the late night service in the future.

Brian Carter: That's a great point. It's part of our identity and our identity should be reflecting our service. Our service has been changing and as out=r city grows, late night service needs to grow too. We need to live up to what our brand says.

Peer Organization Audit

MARTA: simple wordmark + ownable color palette + simple graphic device that scales up and down with need. Net: audience readily associates elements of the system; flexibility is key.

Brian Carter: MARTA is relatively new withing the city of Atlanta, but had established a recognizable color palette and logo device that is recognizable within the city.

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The T: Shorthand symbol acts as unifier where formal name won't work. Net: Audience readily associates elements of the system.

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Massachusetts Bay Transportation Authority

Commercial Organization Audit

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Wordmark

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Color Palette

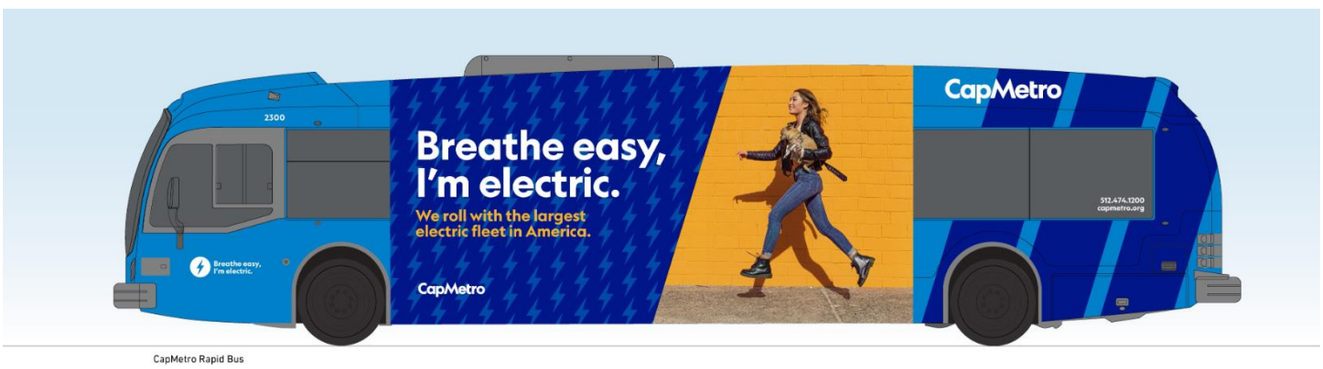
Ownable and limited; CapMetro bus blue + punchy electric blue + white Reserve other colors such as yellow and red for use in wayfinding and service or route IDs



Symbol

Use batwing M as universal symbol to help users connect the dots of our system.

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CapMetro Rapid Bus

Estrella Barrera: This is a mock up of the bus correct?

Brian Carter: Yes.

Estrella Barrera: The part that caught my eyes was, is this a picture of a woman on the bus?

Brian Carter: Yes.

Estrella Barrera: Is it a white woman? And perhaps is we are to capture people, we should have more diversity?

Brian Carter: Though you are correct, that we would want to show off diversity.

Glenda Born: Be careful of business on the design on the side of the bus. People with low vision might not be able to make out what it says.

Brian Carter: Before approving these images, it would be great to present them to focus groups to review how accessible the images are.

Strategic and Creative Next Steps

- Meet with Access, DEI Council, and CSAC for input
- Complete study of future use of color, symbols, and naming conventions through the system
- Complete study of livery for all existing and known future vehicles
- Complete study of signage applications for current and future use
- Analyze and coordinate with Operations on timing of vehicle interoperability plan

Estrella Barrera: Are you also including MetroAccess vehicles in the brand refresh?

Brian Carter: Yes, I have shown concepts on the MetroAccess vehicles within this presentation.

2022 Access Committee Work Plan
Edna Parra; Community Engagement & Outreach Manager

Suggested 2022 Agenda Topics

- Demand Response Technology
- Eligibility
- Project Connect Update every month

Email Edna Parra for spreadsheet on the Work Plans for the Access Committee: edna.parra@capmetro.org

Access Nomination for the Project Connect Customer Advisory Committee
Otmar Foehner, Access Committee Member

Thank you Chair Chris Prentice and Discussion on upcoming officer elections

Next Meeting November 1st, 2021

2910 East 5th Street
Austin, TX 78702

Capital Metropolitan Transportation Authority

Board of Directors | **Item #:** AI-2021-261 | **Agenda Date:** 11/22/2021

Approval of minutes from the October 25, 2021 board meeting.

Minutes
Capital Metropolitan Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, October 25, 2021 **12:00 PM** **2910 East 5th Street, Austin, TX 78702**

I. Call to Order

12:02 p.m. Meeting Called to Order

Present: Cooper, Travillion, Stratton, Renteria, Kitchen, Pool, Mitchell, and Ross

II. Recognition

Board Member Eric Stratton recognized three staff members for their assistance at at a Williamson County vaccination center.

III. Public Comment:

Jessica Wolff, Jeremy Hendricks, Awais Azhar, Rafael Sanchez, Keelan Lentz, and Zenobia Joseph provided public comment.

IV. Advisory Committee Update:

1. Customer Service Advisory Committee (CSAC)

   CSAC Chair Ephraim Taylor joined in providing the report.

2. Access Advisory Committee

   Access Chair Chris Prentice joined in providing the report.

V. Board Committee Updates:

1. Operations, Planning and Safety Committee

Vice Chair Travillion provided the report.

2. Finance, Audit and Administration Committee

Chair Mitchell provided the report.

3. CAMPO update

Chair Mitchell provided the report.

4. Austin Transit Partnership Update

Board Member Stratton provided the report.

VI. Consent Items

A motion was made by Vice Chair Travillion to approve the Consent Agenda. Pool second. The motion carried by the following vote:

Aye: Cooper, Travillion, Stratton, Renteria, Kitchen, Pool, Mitchell, and Ross

1. Approval of minutes from the September 27th, 2021 Capital Metro board meeting.
2. Approval of a resolution appointing Diana Wheeler to the Customer Satisfaction Advisory Committee.
3. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Convergint Technologies for the purchase and installation of cameras and supporting equipment at 31 Rail Signal Houses not to exceed $422,290.
4. Approval by the Board of Directors of Capital Metro's investment policy and revision of the investment committee composition.
5. Approval of a resolution adopting the FY2022 Internal Audit Services Plan.
6. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute contracts with Bickerstaff Heath Delgado Acosta LLP; Clark Hill PLC; Enoch Kever PLLC; Greenberg Traurig LLP; Hawkins Delafield & Wood LLP; Husch Blackwell LLP; Jackson Lewis P.C.; K&L Gates LLP; Kaplan Kirsch & Rockwell LLP; Kowert, Hood, Munyon, Rankin & Goetzel, P.C.; Orrick, Herrington & Sutcliffe, LLP; Ross Molina Oliveros, PC; Thompson Coburn LLP; and Winstead PC for outside legal counsel services in the aggregate amount not to exceed $3,600,000 for a three (3) year base term with three (3) one-year renewal options.

VII. Action Items:

1. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Structura, Inc. to renovate the first floor of the Capital Metro administrative facility at 2910 E. 5th St., for $1,767,362 plus $170,000 in contingency for a total amount not to exceed $1,937,362.

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

   Aye: Cooper, Travillion, Stratton, Renteria, Kitchen, Pool, Mitchell, and Ross

2. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute contracts with Unity Contractor Services, Inc., Stacy and Witbeck, Inc. and MA Smith Contracting Co., Inc. for Indefinite Delivery Indefinite Quantity (IDIQ) Construction Services for transit facility construction projects for a five (5) year contract for a total amount not to exceed $50,000,000.

   A motion was made by Board Member Kitchen, seconded by Vice Chair Travillion, that this Resolution be adopted. The motion carried by the following vote:

   Aye: Cooper, Travillion, Stratton, Renteria, Kitchen, Pool, Mitchell, and Ross

3. Approval of the Capital Metro Board of Directors Public Safety Advisory Committee Charter.

   Board Member Kitchen asked for two clarifying amendments to the charter language -- both under Section A (Duties) -- that "other public safety issues of concern raised by the community" be added to the end of the last bullet point under that section, and "and related procedures and practices" be added to the first bullet point under that section. Both were accepted as friendly amendments.

   A motion was made by Board Member Renteria, seconded by Board Member Kitchen, that this Resolution be adopted as amended. The motion carried by the following vote:

   Aye: Cooper, Travillion, Renteria, Kitchen, Pool, Mitchell, and Ross

   Away: Stratton

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

Into Executive Session: 2:18 p.m.
Out of Executive Session: 3:58 p.m.

Section 551.072 for Deliberation regarding Real Estate matters

Section 551.071 for Consultation with an Attorney regarding the terms and conditions of appointment of succeeding Executive Directors and performance evaluation.

Section 551.071 for Consultation with an Attorney related to contract provisions.

VIII. Discussion Items:

1. Fare Policy Overview and Customer Payment Systems Update

   This item was deferred to a later meeting.

2. Workforce Planning Update

   This item was deferred to a future meeting.

3. Brand Refresh Presentation

IX. Reports:

1. President & CEO Report

XI. Items for Future Discussion:

XII. Adjournment

4:25 p.m. Meeting Adjourned

ADA Compliance

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

BOARD OF DIRECTORS: Wade Cooper, Chair; Jeffrey Travillion, Vice Chair; Eric Stratton, Secretary; Terry Mitchell; Becki Ross; Ann Kitchen, Leslie Pool and Pio Renteria.

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.

2910 East 5th Street
Austin, TX 78702

Capital Metropolitan Transportation Authority

Board of Directors | **Item #:** AI-2021-239 | **Agenda Date:** 11/22/2021

SUBJECT:
Approval of a resolution adopting the 2022 Board Meeting Calendar.

FISCAL IMPACT:
This action has no fiscal impact.

STRATEGIC PLAN:
Strategic Goal Alignment:
☒ 1. Internal/External Customer Service Excellence ☒ 2. Stakeholder Engagement
☐ 3. Financial and Environmental Sustainability ☐ 4. Staff Development ☐ 5. Agency Growth Management

Strategic Objectives:

☐ 1.1 Safety & Risk	☒1.2 Continuous improvement	☐ 1.3 Dynamic Change
☐1.4 Culture of Innovation	☐2.1 Be an Employer of Choice	☐2.2 Organization Development
☒2.3 Organization Culture	☐3.1 Resource optimization	☐3.2 Safety Culture
☐3.3 Environmental Leadership	☐4.1 Educate & Call to Action	☐4.2 Build Partnerships
☐4.3 Value of Transit	☐4.4 Project Connect	

EXPLANATION OF STRATEGIC ALIGNMENT: Holding regularly scheduled board and committee meetings increases the likelihood of meaningful public input and ensures the timely execution of Agency business.

BUSINESS CASE: Not applicable.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on November 22, 2021.

EXECUTIVE SUMMARY: Approval of the 2022 board meeting calendar. Meetings will continue to be held in the boardroom at 2910 East 5th Street.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Board of Directors

RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

AI-2021-239

WHEREAS, Section 451.514 of the Texas Transportation Code requires the Board of Directors to hold at least one regular meeting each month to transact the business of the Authority and to set the place, date and time for each meeting.

NOW, THEREFORE, BE IT RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors will hold regular monthly meetings and adopts the schedule laid out in the attached document for calendar year 2022.

_____ **Date:** _____

Secretary of the Board
Eric Stratton

2022	Committee Meetings 10 a.m. (Finance Committee) and 12:30 p.m. (Operations Committee)	Board Meetings Noon
January	Wednesday 1/12	Monday 1/24
February	Monday 2/14	Monday 2/28
March	Monday 3/14	Monday 3/28
April	Wednesday 4/13	Monday 4/25
May	Wednesday 5/11	Monday 5/23
June	Monday 6/13	Monday 6/27
July	Wednesday 7/13	Monday 7/25
August	Monday 8/15	Monday 8/29
September	Wednesday 9/14	Monday 9/26
October	Wednesday 10/12	Monday 10/24
November	Wednesday 11/9	Monday 11/21
December	Wednesday 12/7	Friday, 12/16

All dates subject to change.

Updated: 10/6/21

2910 East 5th Street
Austin, TX 78702

Capital Metropolitan Transportation Authority

Board of Directors | **Item #:** AI-2021-237 | **Agenda Date:** 11/22/2021

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to modify the KPMG, LLC contract # 200611 for Enterprise Resource Planning (ERP) Consulting services, increasing the original Board authorized amount by $259,085, plus a contingency amount of $250,000, for the addition of a Business Analyst to lead systems integrations with the Oracle Enterprise Resource Planning (ERP) system for a new not-to-exceed amount of $3,040,376.

FISCAL IMPACT:

Funding for this action is available in the FY2022 Capital Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

☐ 1. Internal/External Customer Service Excellence ☐ 2. Stakeholder Engagement
☒ 3. Financial and Environmental Sustainability ☐ 4. Staff Development ☐ 5. Agency Growth Management

Strategic Objectives:

☐ 1.1 Safety & Risk	☐1.2 Continuous improvement	☐ 1.3 Dynamic Change
☐1.4 Culture of Innovation	☐2.1 Be an Employer of Choice	☐2.2 Organization Development
☐2.3 Organization Culture	☒3.1 Resource optimization	☐3.2 Safety Culture
☐3.3 Environmental Leadership	☐4.1 Educate & Call to Action	☐4.2 Build Partnerships
☐4.3 Value of Transit	☐4.4 Project Connect	

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

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

employee benefits, recruiting, onboarding and human capital management. Capital Metro is implementing a new ERP system with Oracle facilitated by KPMG. During the Design phase of the project, a need was identified for an additional lead with KPMG to facilitate the integrations with existing systems such as banking services, fare payment systems, p-card, data warehouse, asset management and other key systems.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Finance, Audit and Administration Committee on November 10, 2021.

EXECUTIVE SUMMARY: Capital Metro is implementing a new ERP system to replace the out-of-lifecycle financial management, human capital management, and payroll systems. To help ensure that Capital Metro procures a best-fit system that meets the current and future business needs of the agency and to ensure that it is implemented most effectively, Capital Metro is seeking to add a business analyst from KPMG to the project who will lead the systems integrations with the new ERP system.

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

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

Description	Amount
Base Term	$1,049,611
Option Periods 2 and 3	$1,331,680
Modifications through October 1, 2021	$150,000
Subtotal: July 2020 Board Award	**$2,531,291**
Proposed Modification	$259,085
Contingency Amount	$250,000
Final Not-to-Exceed Amount: November 2021	**$3,040,376**

RESPONSIBLE DEPARTMENT: Information Technology

RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

AI-2021-237

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

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

WHEREAS, the requirement for a business analyst to facilitate systems integrations of the new system has been identified as a component that will contribute to the success of implementation of the new system.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to modify the KPMG, LLC contract # 200611 for Enterprise Resource Planning (ERP) Consulting services, increasing the original Board authorized amount by $259,085, plus a contingency amount of $250,000, for the addition of a Business Analyst to lead systems integrations with the Oracle Enterprise Resource Planning (ERP) system for a new not-to-exceed amount of $3,040,376.

_____ **Date:** _____

Secretary of the Board
Eric Stratton

2910 East 5th Street
Austin, TX 78702

Capital Metropolitan Transportation Authority

Operations, Planning and Safety Committee **Item #:** AI-2021-142 **Agenda Date:** 11/10/2021

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with SHI Government Solutions to renew Capital Metro licensing of the Microsoft licensed software suite of products for a three (3) year period for an amount not to exceed $1,431,390, which includes a 20% contingency to account for future growth.

FISCAL IMPACT:

Funding for this action is available in the FY2022 Operating Budget.

STRATEGIC PLAN:

Strategic Goal Alignment:

☒ 1. Internal/External Customer Service Excellence ☐ 2. Stakeholder Engagement
☒ 3. Financial and Environmental Sustainability ☐ 4. Staff Development ☒ 5. Agency Growth Management

Strategic Objectives:

☐ 1.1 Safety & Risk	☐1.2 Continuous improvement	☐ 1.3 Dynamic Change
☒1.4 Culture of Innovation	☐2.1 Be an Employer of Choice	☐2.2 Organization Development
☐2.3 Organization Culture	☒3.1 Resource optimization	☐3.2 Safety Culture
☐3.3 Environmental Leadership	☐4.1 Educate & Call to Action	☐4.2 Build Partnerships
☐4.3 Value of Transit	☐4.4 Project Connect	

EXPLANATION OF STRATEGIC ALIGNMENT: The office productivity software suite provides opportunities for communication and collaboration via integration with various systems and access to Capital Metro's resources via any web enabled device. The Microsoft Dynamics AX product is the agency's financial system and the Microsoft CRM product is the agency's customer comment tracking system. The systems will also provide a platform for incorporating new, improved and innovative business practices, as well as providing a great customer experience. Maintaining Capital Metro'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 help 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 take action will see a resurgence of these issues resulting in decreased performance, loss of collaboration opportunity, and limited mobile access to Capital Metro's resources.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on November 22, 2021.

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 Office 365, Microsoft Exchange Online, Microsoft SharePoint Online, Skype, Dynamics AX, Dynamics Customer Relationship Management system, 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: No SBE goal is assigned to this project due to limited subcontracting opportunity. However, the selected vendor is a certified SBE.

PROCUREMENT: The contract will utilize the Department of Information Resources (DIR) contract, DIR-TSO-4092 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's Licensing, per year:

Year 1 - Microsoft Licensing	$397,608.32
Year 2 - Microsoft Licensing	$397,608.32
Year 3 - Microsoft Licensing	$397,608.32
Grand Total for Year 1 Through 3:	$1,192,824.96

.
The contract is a firm fixed price type contract.

RESPONSIBLE DEPARTMENT: Information Technology

RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

AI-2021-142

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro 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 his designee, is authorized to finalize and execute a contract with SHI Government Solutions to renew our licensing for our Microsoft licensed software suite of products for a three (3) year period for an amount not to exceed $1,431,390, which includes a 20% contingency to account for future growth.

_____ **Date:** _____

Secretary of the Board
Eric Stratton

2910 East 5th Street
Austin, TX 78702

Capital Metropolitan Transportation Authority

Operations, Planning and Safety Committee **Item #:** AI-2021-179 **Agenda Date:** 11/10/2021

SUBJECT:
Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Spare Labs Inc. for a Demand Response Transit System solution and implementation for a base period of twenty-two (22) months with ten (10) one-year option periods in an amount not to exceed $4,201,206.

FISCAL IMPACT:
Funding for this action is available in the FY2022 Capital Budget

STRATEGIC PLAN:
Strategic Goal Alignment:
☒ 1. Internal/External Customer Service Excellence ☐ 2. Stakeholder Engagement
☒ 3. Financial and Environmental Sustainability ☐ 4. Staff Development ☐ 5. Agency Growth Management

Strategic Objectives:

☐ 1.1 Safety & Risk	☒1.2 Continuous improvement	☐ 1.3 Dynamic Change
☐1.4 Culture of Innovation	☐2.1 Be an Employer of Choice	☐2.2 Organization Development
☐2.3 Organization Culture	☒3.1 Resource optimization	☐3.2 Safety Culture
☐3.3 Environmental Leadership	☐4.1 Educate & Call to Action	☐4.2 Build Partnerships
☐4.3 Value of Transit	☐4.4 Project Connect	

EXPLANATION OF STRATEGIC ALIGNMENT: Capital Metro's MetroAccess demand response transit systems are beyond their useful lifecycle for operating and maintaining service. As part of the State of Good Repair program, it is imperative to replace these mission-critical systems that are at the end of their useful life. These existing systems also do not have the feature rich and up-to-date technology available in more modern demand response transit systems to provide internal and external customer service excellence. The implementation of the replacement demand response transit systems will provide continuous improvement for MetroAccess operations staff and customers.

BUSINESS CASE: Capital Metro currently uses Trapeze demand response systems for the operations of the MetroAccess service for the Authority. The functionality of the existing systems are beyond the end of their

useful life and do not satisfy current business needs for MetroAccess operations staff or customers. Maintaining the Trapeze demand response systems requires extensive testing for upgrades and disruption when implemented, and product feature deficiencies result in inefficiencies of staff across the Authority as well as vehicle service hours. The new demand response transit systems offer an intuitive customer interface with more functionality; dynamic scheduling algorithms for better customer experience; and improvements to operations through scheduling and efficient use of service hours to operate the MetroAccess service.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on November 22, 2021.

.

EXECUTIVE SUMMARY: Capital Metro will be implementing new demand response transit systems to replace the out-of-lifecycle Trapeze demand response systems. Spare Labs Inc. provides a solution, ongoing support and implementation of the product during the life of the contract. The implementation services provided by Spare Labs Inc. will examine our business needs and deliver a fully functional system to include migration of data, training, organizational and customer adoption, as well as ongoing managed services for maintenance and support.

DBE/SBE PARTICIPATION: No SBE goal is assigned to this procurement due to limited subcontracting opportunity. However, we will work with the selected vendor for a commitment towards small business participation.

PROCUREMENT: On May 26, 2021, a Request for Proposals was issued and formally advertised. By the closing date of June 28, 2021, six (6) proposals were received. The evaluation team used the following factors in the evaluation of proposals:

(1) The offeror's demonstrated understanding of the methodology and ability to satisfy core functionality needs, including trip management, dispatch & scheduling, in-vehicle software, customer records, fare system, reporting, accessibility, and infrastructure requirements as described in the Exhibit F Scope & Compliance Matrix.
(2) The offeror's demonstrated understanding of the project undertaking, the proposed plan for the performance of the work and the technical approach proposed by the offeror.
(3) The offeror's demonstrated, relevant work experience and capabilities of the firm as a whole and of the proposed project personnel on projects of a similar size, scope, complexity and nature.

The proposal from Spare Labs, Inc. was determined to be the best value to the Authority, price and other factors considered. The contract is a fixed price contract. The term of the Contract is a base period of twenty-two (22) months and ten (10) one-year option periods, for pricing offered as follows.

TOTAL BASE PERIOD - Twenty-two (22) months	$447,210.00
TOTAL OPTION PERIOD 1 - FY24	$283,962.00

TOTAL OPTION PERIOD 2 - FY25	$320,756.80
TOTAL OPTION PERIOD 3 - FY26	$335,405.90
TOTAL OPTION PERIOD 4 - FY27	$349,927.63
TOTAL OPTION PERIOD 5 - FY28	$365,975.36
TOTAL OPTION PERIOD 6 - FY29	$382,406.45
TOTAL OPTION PERIOD 7 - FY30	$400,859.28
TOTAL OPTION PERIOD 8 - FY31	$418,848.15
TOTAL OPTION PERIOD 9 - FY32	$437,631.55
TOTAL OPTION PERIOD 10 - FY33	$458,222.79
GRAND TOTAL	**$4,201,206**

RESPONSIBLE DEPARTMENT: Information Technology

RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

AI-2021-179

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to keep systems in the state of good repair and replace its out-of-lifecycle existing demand response transit systems; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to procure and implement a best-fit demand response transit systems solution that will provide improved functionality to meet current and future business growth.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to finalize and execute a contract with Spare Labs Inc. for a Demand Response Transit System solution and implementation for a base period of twenty-two (22) months with ten (10) one-year option periods in an amount not to exceed $4,201,206.

_____ **Date:** _____

Secretary of the Board
Eric Stratton

MetroAccess – Demand Response Transit Systems

AI-2021-179

Capital Metro OPS Committee

November 2021

MetroAccess Overview & Operations

- What is METROACCESS?

- Role and Impact of Operations Software
  - ✓ Customers
  - ✓ Vehicle Operators
  - ✓ Dispatchers + Schedulers
  - ✓ Call Center
  - ✓ Eligibility
  - ✓ Planners
  - ✓ Administrative Team



MetroAccess KPIs

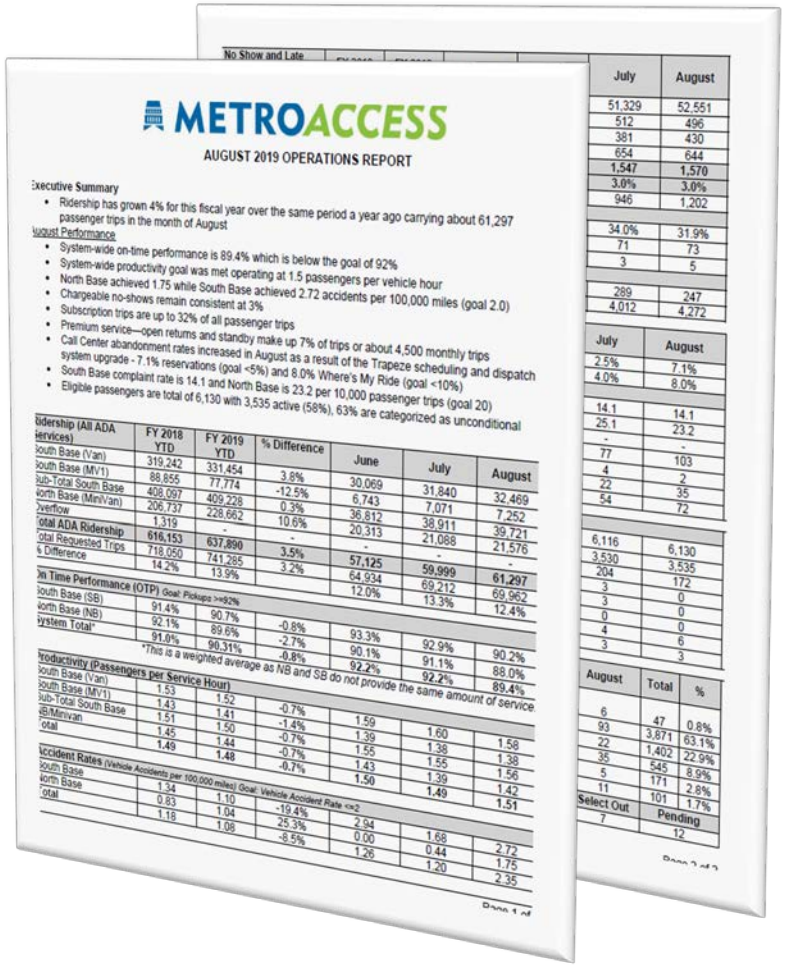
How do we know we're delivering the best customer experience?

On Time Pickups
92% or better

Answering calls promptly
5% or fewer abandoned calls

Reasonable hold times
2 minutes or less

Hundreds of Other Indicators…
(Productivity, On Board Time, Eligibility outcomes, Etc.)


METROACCESS

AUGUST 2019 OPERATIONS REPORT

Executive Summary

- Ridership has grown 4% for this fiscal year over the same period a year ago carrying about 61,297 passenger trips in the month of August

August Performance

- System-wide on-time performance is 89.4% which is below the goal of 92%
- System-wide productivity goal was met operating at 1.5 passengers per vehicle hour
- North Base achieved 1.75 while South Base achieved 2.72 accidents per 100,000 miles (goal 2.0)
- Chargeable no-shows remain consistent at 3%
- Subscription trips are up to 32% of all passenger trips
- Premium service—open returns and standby make up 7% of trips or about 4,500 monthly trips
- Call Center abandonment rates increased in August as a result of the Trapeze scheduling and dispatch system upgrade - 7.1% reservations (goal <5%) and 8.0% Where's My Ride (goal <10%)
- South Base complaint rate is 14.1 and North Base is 23.2 per 10,000 passenger trips (goal 20)
- Eligible passengers are total of 6,130 with 3,535 active (58%), 63% are categorized as unconditional

Ridership (All ADA services)	FY 2018 YTD	FY 2019 YTD	% Difference	June	July	August
South Base (Van)	319,242	331,454	3.8%	30,069	31,840	32,469
South Base (MV1)	88,855	77,774	-12.5%	6,743	7,071	7,252
Sub-Total South Base	408,097	409,228	0.3%	36,812	38,911	39,721
North Base (MiniVan)	206,737	228,662	10.6%	20,313	21,088	21,576
Overflow	1,319	-	-	-	-	-
Total ADA Ridership	616,153	637,890	3.5%	57,125	59,999	61,297
Total Requested Trips	718,050	741,285	3.2%	64,934	69,212	69,962
% Difference	14.2%	13.9%		12.0%	13.3%	12.4%

On Time Performance (OTP) Goal: Pickups >=92%						
South Base (SB)	91.4%	90.7%	-0.8%	93.3%	92.9%	90.2%
North Base (NB)	92.1%	89.6%	-2.7%	90.1%	91.1%	88.0%
System Total*	91.6%	90.31%	-0.8%	92.2%	92.2%	89.4%

*This is a weighted average as NB and SB do not provide the same amount of service

Productivity (Passengers per Service Hour)						
South Base (Van)	1.53	1.52	-0.7%	1.59	1.60	1.58
South Base (MV1)	1.43	1.41	-1.4%	1.39	1.38	1.38
Sub-Total South Base	1.51	1.50	-0.7%	1.55	1.55	1.56
SB/Minivan	1.45	1.44	-0.7%	1.43	1.39	1.42
Total	1.49	1.48	-0.7%	1.50	1.49	1.51

Accident Rates (Vehicle Accidents per 100,000 miles) Goal: Vehicle Accident Rate <=2						
South Base	1.34	1.10	-19.4%	2.94	1.68	2.72
North Base	0.83	1.04	25.3%	0.00	0.44	1.75
Total	1.18	1.08	-8.5%	1.26	1.20	2.35

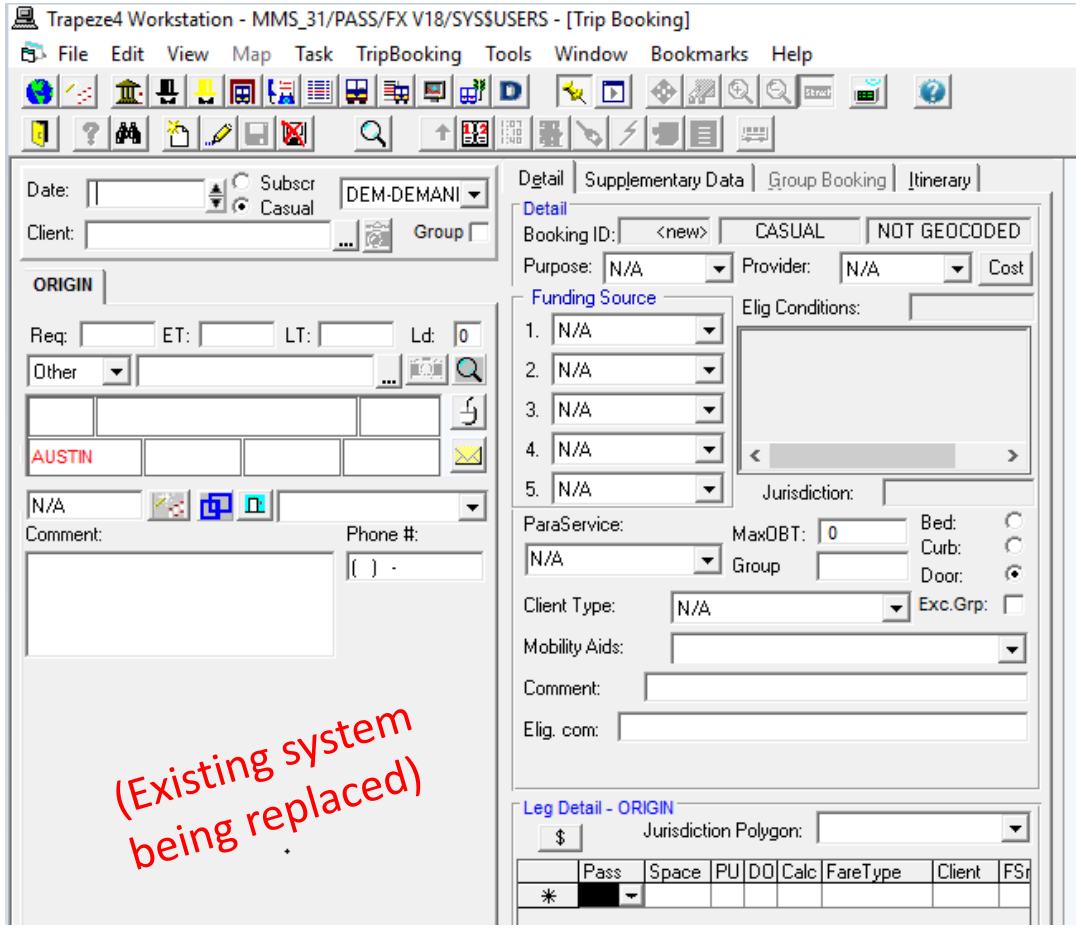
No Show and Late					July	August
					51,329	52,551
					512	496
					381	430
					654	644
					1,547	1,570
					3.0%	3.0%
					946	1,202
					34.0%	31.9%
					71	73
					3	5
					289	247
					4,012	4,272

	July	August
	2.5%	7.1%
	4.0%	8.0%
	14.1	14.1
	25.1	23.2
	-	-
	77	103
	4	2
	22	35
	54	72
	6,116	6,130
	3,530	3,535
	204	172
	3	0
	3	0
	0	0
	4	0
	3	6
		3

August	Total	%
6		
93	47	0.8%
22	3,871	63.1%
35	1,402	22.9%
5	545	8.9%
11	171	2.8%
Select Out	101	1.7%
7	Pending	
	12	

System Background

- All Functions: Eligibility, Customer Accounts, Reservations, Scheduling, Dispatch, Driver Routing, and more.
- Deployed in 2001
- Last upgrade - Aug 2019 (v13 to v18)
  - ✓ (Necessary for modern security protocols and longstanding bugs fixes)
- Update Ops Committee Feb 2020 on Performance & Planned System Replacement
- Procurement Attempted in 2020
- Procurement Process Successful in 2021



Demand Response Transit Systems

Improvements for all Stakeholders

Improved Customer Experience

- ADA-accessible iOS, Android, & Web
- Real-time customer trip booking, cancellation
- Track ride status in Real-time
- Account Management
- Auto-notifications: voice, text & email
- Ride Ratings
- Account-based Fares

Improved Internal Team Experience

- ADA-accessible staff interface via the web
- Modern algorithms use historical data and real time traffic for improved schedule efficiency and timeliness
- In-vehicle turn-by-turn navigation adjusts based on Street Congestion
- Automation of Workflow for Routine Tasks

Demand Response Transit Systems

Integrations into Capital Metro Systems

- Phone System Ride Reminders
- Enterprise Asset Management
- Enterprise Customer Relationship Manager
- CapMetro App Customer Payment Integration

Penalties for non-performance



Demand Response Transit Systems

Systems Provided by Spare Labs Inc.



- Privately-owned, founded in 2015
- Headquarters: Vancouver, BC, Canada
- Expertise: ADA Paratransit, On Demand, First Mile/Last Mile, Ride Hailing
- Customer Base: 85+ operations on 4 continents

Recommended Award November 2021 – $4,201,206

- New software startup timeline – 12 months
- Base: Through September 30, 2023 – $447,210
- Options: 10 one-year licensing & support – $3,753,996

DART STAR TRANSIT citibus MRTA

Next Steps

Early 2022:

Begin Kickoff and Design Activities

- Internal and External Stakeholders

Ongoing Throughout 2022:

Software/Hardware Integration

Stakeholder Engagement

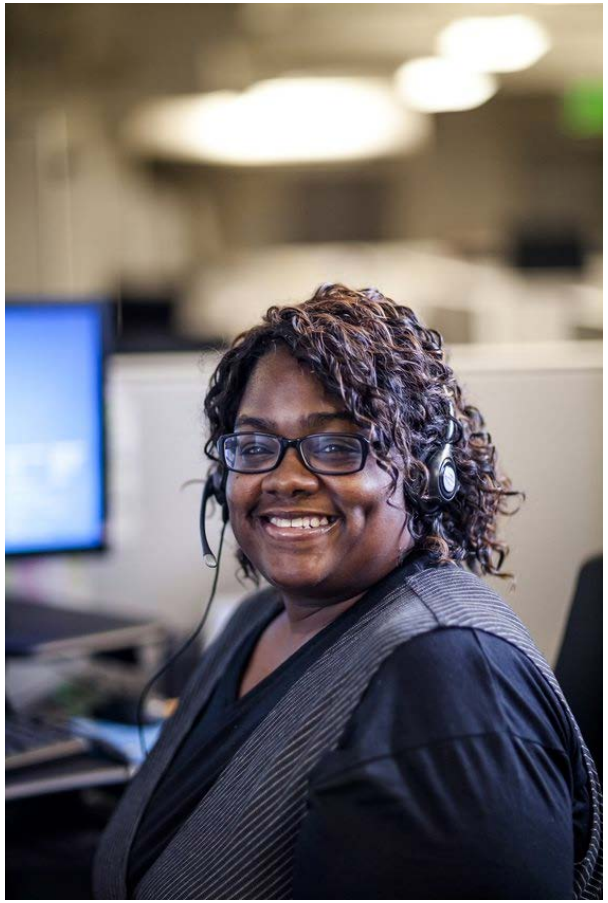
Software/Hardware Testing

Staff Training

Community Outreach & Training

Pilot Testing with Volunteer Customers

2023: Launch (Once 100% Tested & Ready)



METRO

THANK YOU!

2910 East 5th Street
Austin, TX 78702

Capital Metropolitan Transportation Authority

Operations, Planning and Safety Committee **Item #:** AI-2021-230 **Agenda Date:** 11/10/2021

SUBJECT:
Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with MTM, Inc., in an amount not to exceed $2,090,874 in order to provide functional assessment services for the MetroAccess Eligibility Department. This amount is for a base term of three (3) years with two (2) one-year options for a total of up to five (5) years.

FISCAL IMPACT:
Funding for this action is available in the FY2022 Operating Budget

STRATEGIC PLAN:
Strategic Goal Alignment:
☒ 1. Internal/External Customer Service Excellence ☐ 2. Stakeholder Engagement
☒ 3. Financial and Environmental Sustainability ☐ 4. Staff Development ☐ 5. Agency Growth Management

Strategic Objectives:

☒ 1.1 Safety & Risk	☐1.2 Continuous improvement	☐ 1.3 Dynamic Change
☐1.4 Culture of Innovation	☐2.1 Be an Employer of Choice	☐2.2 Organization Development
☐2.3 Organization Culture	☒3.1 Resource optimization	☐3.2 Safety Culture
☐3.3 Environmental Leadership	☐4.1 Educate & Call to Action	☐4.2 Build Partnerships
☐4.3 Value of Transit	☐4.4 Project Connect	

EXPLANATION OF STRATEGIC ALIGNMENT: Engaging a third party to perform functional assessments for MetroAccess eligibility is in alignment with the goal of delivering a high-quality customer experience by providing skilled professionals trained to effectively administer these objectives, yet sensitive, transit functional assessments for our customers.

BUSINESS CASE: MetroAccess has been conducting in-person functional assessments for new and returning applicants seeking ADA paratransit eligibility since 2011. This allows us to ensure MetroAccess service is provided to customers who meet the federal ADA requirements and ensure consistent application of eligibility criteria. The 5-year (3 base + 2 option years) contract for the Eligibility Third-Party Functional Assessment is a vital part of this in-person eligibility process allowing for skilled rehabilitation therapist to evaluate applicants'

functional abilities to ensure we are providing the right level and mode of service for each applicant.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on November 22, 2021.

EXECUTIVE SUMMARY: MTM has been selected through a competitive procurement process for a second time to conduct the Agency's third-party functional assessment provider for ADA paratransit. MTM will continue to conduct specialized transit-focused functional assessments used for accurately determining what mobility skills each applicant possesses and what challenges or barriers they may face when utilizing public transportation. This helps ensure we are providing the right level and mode of service for each applicant. Since October 2015, MTM's professional and customer-friendly staff have provided thorough and objective documentation that allows MetroAccess to determine the most appropriate level of eligibility for each applicant in order to continue to ensure the sustainability of this critical service for all eligible riders.

DBE/SBE PARTICIPATION: No SBE goal is assigned to this procurement due to limited subcontracting opportunity. However, we will work with the selected vendor for a commitment towards small business participation.

PROCUREMENT: On August 27, 2021, a Request for Proposals was issued and formally advertised. By the closing date of September 23, 2021, the proposal from Medical Transportation Management, Inc. (MTM) was received. The proposal was evaluated based on the following factors:

- The offeror's demonstrated, relevant work experience/technical background and capabilities of the firm as a whole on projects of a similar size, scope, complexity, and nature.
- The offeror's demonstrated understanding of the project undertaking, the proposed plan for the performance of the work and the technical approach proposed by the offeror.
- Qualifications, experience and capabilities of the proposed personnel, and any subcontractors, on projects of a similar size, scope, complexity, and nature.

The proposal from MTM was rated Excellent, all factors considered. The price was determined to be fair and reasonable. The contract is a fixed price contract. The term of the contract is three base periods of one year each, with two option periods of one year each.

RESPONSIBLE DEPARTMENT: Demand Response & Innovative Mobility

RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

AI-2021-230

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to ensure accurate and customer focused eligibility determinations for Capital Metro's MetroAccess paratransit program; and

WHEREAS, these services have been provided satisfactorily by MTM since 2015 and MTM was the successful proposer in a competitive procurement process.

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 MTM, Inc. in an amount not to exceed $2,090,874 in order to provide functional assessment services for the MetroAccess Eligibility Department. This amount is for a base term of three (3) years with two (2) one-year options for a total of up to five (5) years.

_____ **Date:** _____

Secretary of the Board
Eric Stratton

MetroAccess Eligibility & Functional Assessments

Medical Transportation Management (MTM)

3rd Party Functional Assessment Contract Award

November 2021



What is ADA Paratransit?

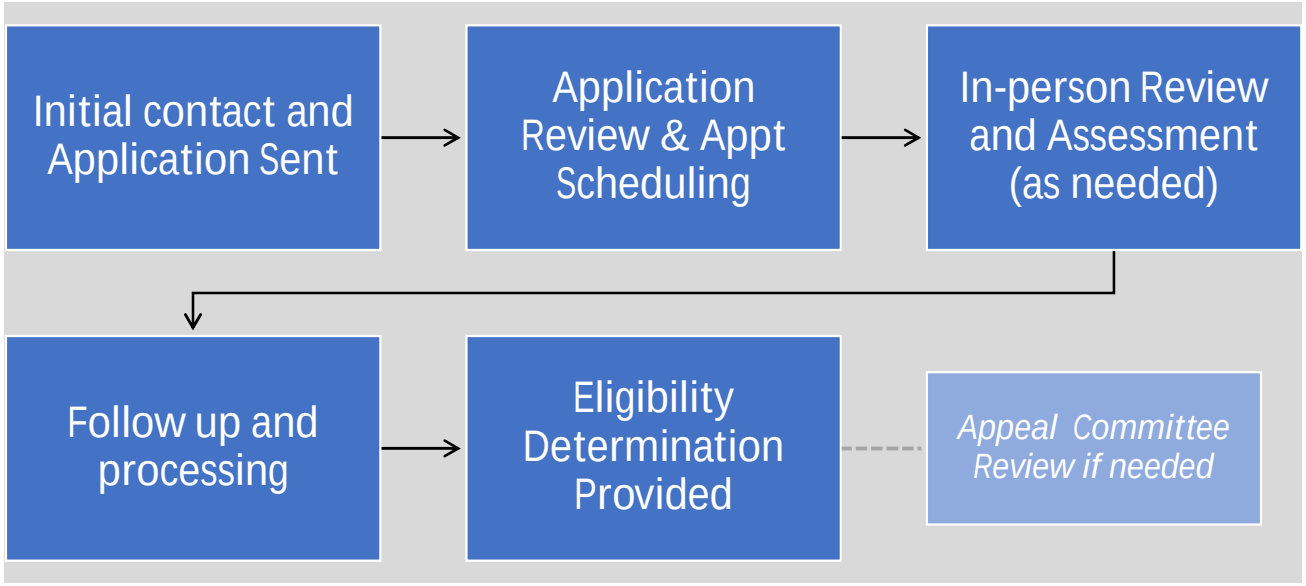
Service that acts as a “safety net” for individuals with disabilities who cannot use the regular city system either some or all of the time.

ADA Eligibility: Each public entity required to provide complementary paratransit service by § 37.121 of this part shall establish a process for determining ADA paratransit eligibility. The process shall strictly limit ADA paratransit eligibility to the individuals specified [in these regulations.]”

49 CFR Part 37 Section 37.125(a)

The Eligibility Process

Eligibility process introduced in 2011 with extensive community engagement



- Maximum 21 days = Federal Requirement
- CapMetro averages around 4 days (during normal times)
- Past 5 year Customer Satisfaction rate 8.8/10

Eligibility Team Goals

Independence * Education * Support

Strengthen Customer Connection

- Orient to all CapMetro services
- Connect with community resources
- Address customer concerns
- Identify safety risks

Ongoing Customer Support

- Evaluate changes in customer condition
- Mobility aid securement evaluations for Bus/Rail travel
- Travel Training on all modes
- Promote Independence for all!

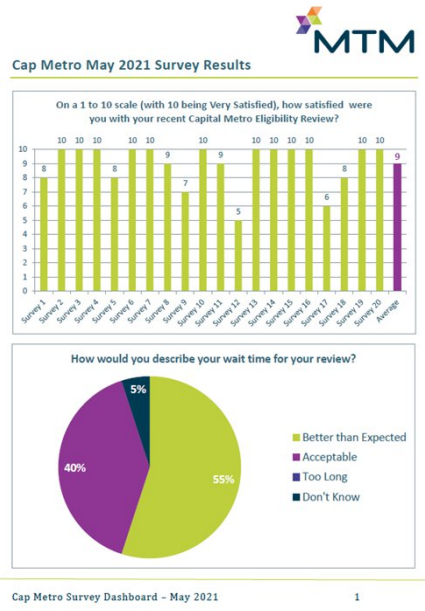


Functional Assessment Contract Award:
MTM (Medical Transportation Management)

3rd Party Functional Assessment Contract

MTM (Medical Transportation Management)

- MTM with successful 5-year history
- Therapists to objectively assess functional abilities
- Independent 3rd party customer satisfaction surveys
- High customer satisfaction ratings (8.8/10)
- Continuity necessary for return to in-person operations post-COVID-19







Functional Assessments & Customer Satisfaction Surveys

5 Year Contract Total:
$2,090,874

FY 2022 – FY2026

3 year base period:

- Year 1 Base: $385,476.96
- Year 2 Base: $397,338.96
- Year 3 Base : $409,581.72

2 option years:

- Option Year 1: $422,217.96
- Option Year 2: $435,260.88

2% overall contingency $40,997

- 56 years of combined therapy experience (Occupational & Physical Therapists)
- Excellent staff/therapist retention



METRO

THANK YOU!

COVID-19 Pandemic & Eligibility

Presumptive Eligibility Paper Process

- In-person suspended March 2020
  - Automatic recertifications; paper process for new
  - Varied presumptive eligibility periods to spread volume

Anticipated return to modified in-person operations Fall 2021

- Facility remodeled for improved social distancing
- Phased approach
- Streamlined process
- PPE
- Vaccinations recommended for staff/customers

2910 East 5th Street
Austin, TX 78702

Capital Metropolitan Transportation Authority

Operations, Planning and Safety Committee **Item #:** AI-2021-243 **Agenda Date:** 11/10/2021

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with CFJ Manufacturing for uniform services for a period of one year with an option for two additional years, in an amount not to exceed $1,835,118.

FISCAL IMPACT:

Funding for this action is available in the FY2022 Operating Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

☒ 1. Internal/External Customer Service Excellence ☐ 2. Stakeholder Engagement
☐ 3. Financial and Environmental Sustainability ☒ 4. Staff Development ☐ 5. Agency Growth Management

Strategic Objectives:

☐ 1.1 Safety & Risk	☒1.2 Continuous improvement	☐ 1.3 Dynamic Change
☐1.4 Culture of Innovation	☒2.1 Be an Employer of Choice	☐2.2 Organization Development
☐2.3 Organization Culture	☐3.1 Resource optimization	☐3.2 Safety Culture
☐3.3 Environmental Leadership	☐4.1 Educate & Call to Action	☐4.2 Build Partnerships
☐4.3 Value of Transit	☐4.4 Project Connect	

EXPLANATION OF STRATEGIC ALIGNMENT: Presenting a consistent and uniform appearance across the Capital Metro service portfolio assists customers in readily identifying team members available to assist them with their transportation needs.

BUSINESS CASE: Capital Metro strives to provide an excellent customer experience and to provide our team members with a top-notch working environment. Uniforms have been provided by a disjointed series of firms, resulting in inconsistent appearance and poor quality clothing options for some team members. By consolidating this under one centralized contract, Capital Metro intends to rectify both issues.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on November 22, 2021.

EXECUTIVE SUMMARY: Under our current model, uniform vendors are selected by our contracted service providers and the exact uniform items are determined by those providers, given alignment with the requirements under their contract with Capital Metro. This has resulted in inconsistent appearance and poor-quality uniform options for some team members. By consolidating this under one centralized contract, Capital Metro intends to rectify both issues.

This contract requires the uniform vendor to meet detailed design specifications which cover both the appearance of the item as well as its wearability. The vendor is required to provide a location within our area to facilitate the opportunity for Capital Metro team members to try on uniforms, be fitted for alterations, and purchase needed items. Additionally, the vendor is required to maintain an online catalog of approved uniforms with ordering capability.

DBE/SBE PARTICIPATION: No SBE goal is assigned to this project due to limited subcontracting opportunity. However, CFJ Manufacturing is a certified SBE.

PROCUREMENT: On July 7, 2021, a Request for Proposals was issued and formally advertised. By the closing date of August 12, 2021, three proposals were received. The proposals were evaluated based on the following factors:

(1) The offeror's demonstrated, relevant work experience and capabilities of the firm as a whole and of the proposed project personnel on projects of a similar size, scope, complexity, and nature.

(2) Ability to provide uniforms at the quality as stated in the Exhibit F, Scope of Services and in the quantities stated in the Exhibit A, Schedule to keep all Bus Operators, Operations Supervisors, Public Safety Ambassadors, Customer Experience Specialists, Rail Conductors and Engineers, and other Employees furnished with required uniforms on an ongoing basis.

(3) The offeror's demonstrated ability and understanding of the project undertaking, scope of work. The proposed plan for the performance of the work and the technical approach by the offeror to meet project objectives and deliver high quality services, goods and products.

(4) Offeror has a store in the Capital Metro service area with the store hours, experienced personnel, and skilled alterations staff to provide excellent customer service to CapMetro employees.

(5) Offeror has the ability to accurately account for employee charges against their uniform allowance, regardless of purchase method, and also maintain updated and accurate billing that can be referenced at any time.

The proposal from CFJ Manufacturing was rated Excellent, all factors considered. The other two proposals were rated Acceptable and Unacceptable . The price from CFJ Manufacturing was determined to be fair and reasonable based on adequate competition. This is an indefinite quantity, indefinite delivery Contract for the supplies specified. The term of the contract is three years from the Notice to Proceed.

ITEM #	DESCRIPTION	PRICE

1	Total - Base Year	$ 1,441,408.38
2	Total - Option Year 1	$ 244,439.61
3	Total - Option Year 2	$ 149,270.12
4	**TOTAL BASE AND OPTION PERIODS**	**$ 1,835,118.11**

RESPONSIBLE DEPARTMENT: Operations

RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

AI-2021-243

WHEREAS, the Capital Metro Board of Directors recognizes the customer benefit to having improved consistency of appearance amongst its various team members; and

WHEREAS, the Board and Management desire to improve the experience of purchasing and wearing uniforms for Capital Metro team members.

NOW, THEREFORE, BE IT RESOLVED that the President & CEO, or his designee, is authorized to finalize and execute a contract with CFJ Manufacturing for uniform services for a period of one (1) year with an option for two (2) additional years, in an amount not to exceed $1,835,118.

_____ **Date:** _____

Secretary of the Board
Eric Stratton

2910 East 5th Street
Austin, TX 78702

Capital Metropolitan Transportation Authority

Board of Directors | **Item #:** AI-2021-262 | **Agenda Date:** 12/17/2021

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute an Advance Funding Agreement with the Texas Department of Transportation for up to $4,697,745 in Federal financial assistance for preliminary engineering, final design, and environmental clearance of the Capital Metro North Lamar Boulevard / Airport Boulevard - MetroRail Grade Separation project.

FISCAL IMPACT:

Funding for this item is available in the FY2022 Capital Contingency.

STRATEGIC PLAN:

Strategic Goal Alignment:

☒ 1. Internal/External Customer Service Excellence ☐ 2. Stakeholder Engagement
☐ 3. Financial and Environmental Sustainability ☐ 4. Staff Development ☐ 5. Agency Growth Management

Strategic Objectives:

☐ 1.1 Safety & Risk	☒1.2 Continuous improvement	☐ 1.3 Dynamic Change
☒1.4 Culture of Innovation	☐2.1 Be an Employer of Choice	☐2.2 Organization Development
☐2.3 Organization Culture	☐3.1 Resource optimization	☐3.2 Safety Culture
☐3.3 Environmental Leadership	☐4.1 Educate & Call to Action	☐4.2 Build Partnerships
☐4.3 Value of Transit	☐4.4 Project Connect	

EXPLANATION OF STRATEGIC ALIGNMENT: Grade separating the MetroRail Red Line and North Lamar Boulevard would contribute to a high quality customer experience by making public transit services safer by reducing traffic conflicts and more reliable by eliminating restriction of vehicle movement through the intersection.

BUSINESS CASE: Identified as a Project Connect priority enhancement, this project increases efficiency of the existing transportation system by grade separating MetroRail Red Line and North Lamar Boulevard to avoid congestion that occurs when passing trains restrict vehicle movement through the intersection, which also affects 12 MetroRapid and 14 MetroBus buses during peak hours.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on November 22, 2021.

EXECUTIVE SUMMARY: At the June 8 2020, CAMPO Transportation Policy Board (TPB) meeting, funding for a number of projects was deferred in support of funding for the central portion of the IH-35 Capital Express Project. Among the deferred projects was Capital Metro's grade separation project, *N Lamar Blvd./Airport Blvd. - MetroRail Grade Separation*. Since the June 2020 meeting, $15 million in new Surface Transportation Block Grant (STBG) Funding was made available.

On November 8, 2021, the CAMPO TPB unanimously approved an award for up to $4,697,745 in Federal-Aid Highway Program funds for the project. Although the source of the Federal funds is the Surface Transportation Block Grant program, they are administered by the Texas Department of Transportation (TxDOT). Capital Metro must execute a grant agreement (Advance Funding Agreement or AFA) with TxDOT for the award. Capital Metro must comply with all requirements imposed by TxDOT to ensure that the Federal award is used in accordance with Federal statutes, regulations and the terms and conditions of the Federal award as well as any additional requirements that TxDOT imposes in order for it to meet its own responsibility to the Federal Highway Administration, which is the Federal awarding agency. Capital Metro will be utilizing an existing engineering contract (AECOM) in order to perform the work as this site is part of the overall Orange Line corridor they are currently performing preliminary engineering and environmental work on.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Planning

RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

AI-2021-262

WHEREAS, the Capital Area Metropolitan Planning Organization adopted Resolution 2021-11-7 approving newly available Surface Transportation Block Grant Funding to refund previously deferred projects; and

WHEREAS, the Capital Metro N Lamar Blvd./Airport Blvd. - MetroRail Grade Separation project was selected for the award of a grant for Federal financial assistance for up to $4,697,745 under the Federal-Aid Highway Program - Surface Transportation Block Grant program; and

WHEREAS, the grant for Federal financial assistance will impose certain obligations upon Capital Metro, and will require Capital Metro to provide the local share of the project cost; and

WHEREAS, the grant will be administered by the Texas Department of Transportation who may impose additional requirements to meet its own responsibility to the Federal awarding agency.

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 an Advance Funding Agreement with the Texas Department of Transportation for up to $4,697,745 in Federal financial assistance for preliminary engineering, final design, and environmental clearance of the Capital Metro North Lamar Boulevard / Airport Boulevard - MetroRail Grade Separation project.

_____ **Date:** _____

Secretary of the Board
Eric Stratton

2910 East 5th Street
Austin, TX 78702

Capital Metropolitan Transportation Authority

Board of Directors | **Item #:** AI-2021-178 | **Agenda Date:** 11/22/2021

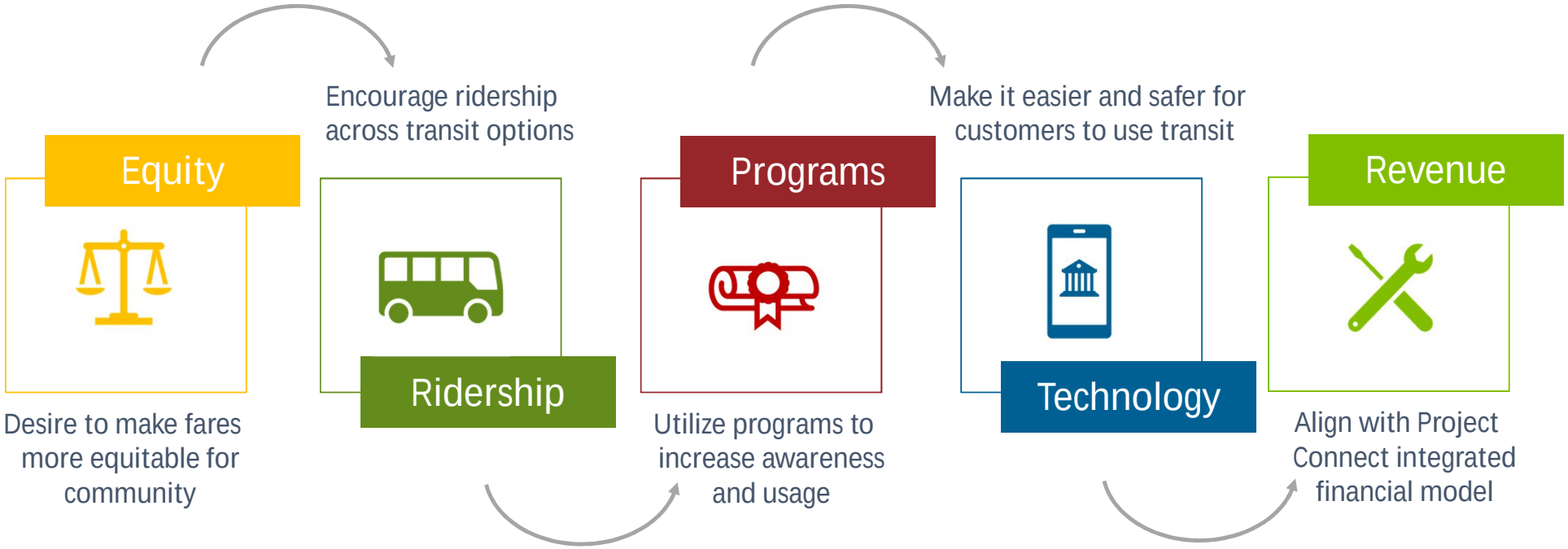
Fare Policy Overview and Customer Payment Systems Update

Fare Policy Overview and Customer Payment Systems Update

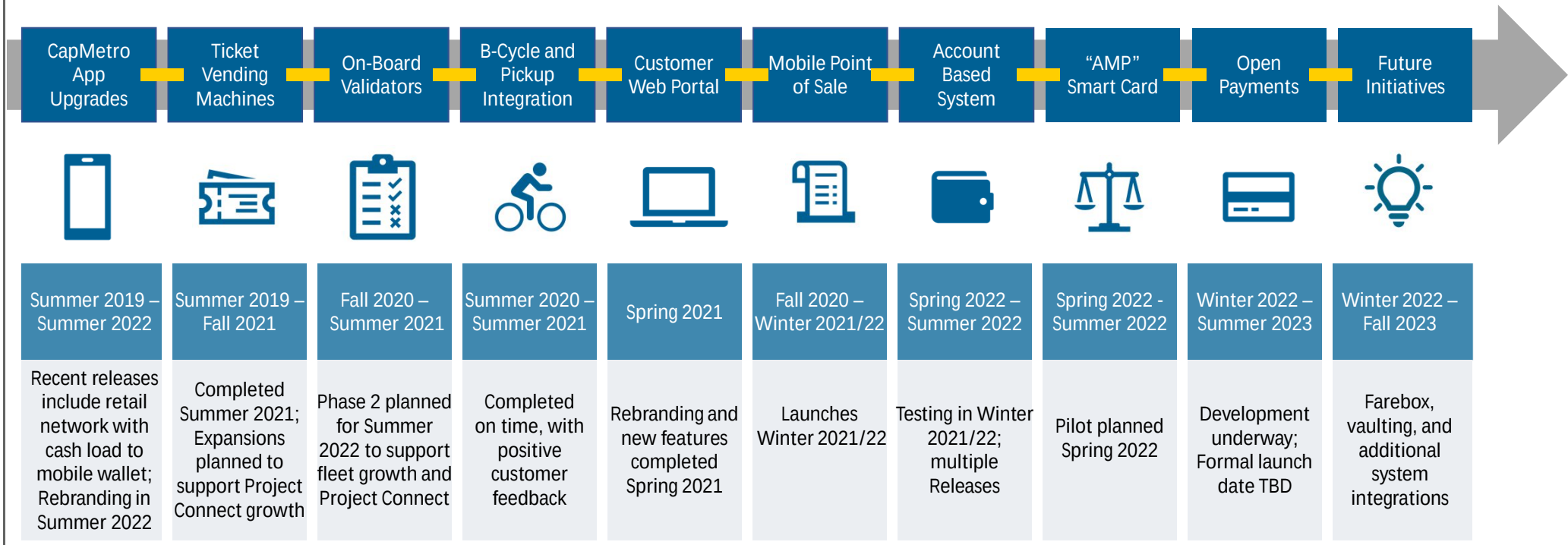
Multi-year technology advances and equitable fare policy review

October 2021 Board Update

Equitable Fare Policy Overview



Customer Payment System Roadmap



Summer 2019 – Summer 2022	Summer 2019 – Fall 2021	Fall 2020 – Summer 2021	Summer 2020 – Summer 2021	Spring 2021	Fall 2020 – Winter 2021/22	Spring 2022 – Summer 2022	Spring 2022 - Summer 2022	Winter 2022 – Summer 2023	Winter 2022 – Fall 2023
Recent releases include retail network with cash load to mobile wallet; Rebranding in Summer 2022	Completed Summer 2021; Expansions planned to support Project Connect growth	Phase 2 planned for Summer 2022 to support fleet growth and Project Connect	Completed on time, with positive customer feedback	Rebranding and new features completed Spring 2021	Launches Winter 2021/22	Testing in Winter 2021/22; multiple Releases	Pilot planned Spring 2022	Development underway; Formal launch date TBD	Farebox, vaulting, and additional system integrations

Customer Payment System Phase 2

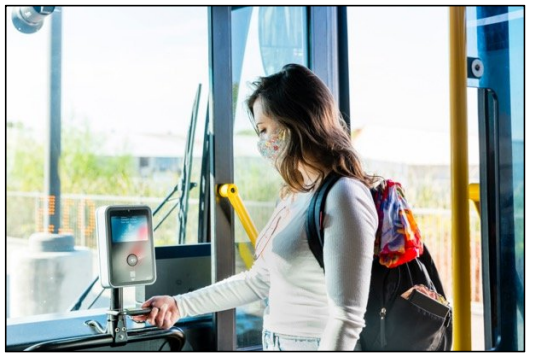
Ticket Vending Machines

On-Board Validators

Mobile Point of Sale

- Placed additional TVMs into service over the summer
  - June: Republic Square and Eastside Bus Plaza
  - August: Pleasant Valley/Riverside
  - September: North Lamar Transit Center, South Congress Transit Center, and Tech Ridge Park & Ride
- Completed installation of onboard validators fleet-wide summer 2021
- Upgraded mobile point of sale scheduled for winter 2021/22

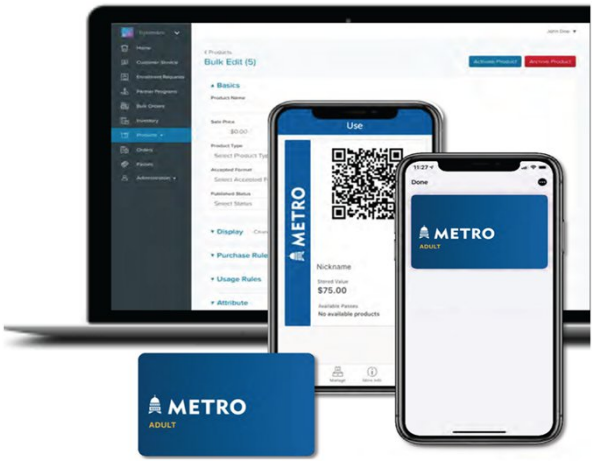




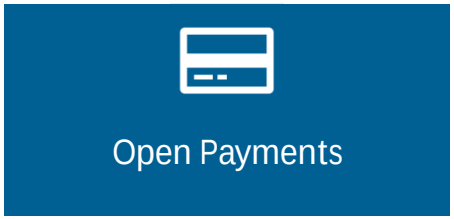
Customer Payment System Phase 3

Account Based System

- Establish accounts for each customer, enabling the use of our app or a branded smart card, both tied back to the same unique account
- Accommodates all customers with or without a smart phone
- Customer Pilot planned for spring/summer 2022 prior to full customer roll-out



Customer Payment System Phase 4 and 5





- Phase 4: Open Payment
  - Allows for “Tap and Pay” functionality with credit cards, smart phones, or smart watches, etc.
- Phase 5: Integrations
  - Customer Relationship Management System
  - Data Warehouse and Business Intelligence
- Phase 6: Cash Farebox and Vaulting

METRO

THANK YOU!

2910 East 5th Street
Austin, TX 78702

Capital Metropolitan Transportation Authority

Board of Directors | **Item #:** AI-2021-200 | **Agenda Date:** 11/22/2021

Workforce Planning Update

Capital Metro Board of Directors Meeting

Workforce Planning For Today and Tomorrow

Monday November 22, 2021

Donna Simmons
EVP Administration/Diversity, Equity & Inclusion Officer

Workforce Transformation Plan



Solving the Current Labor Shortage

- 90 percent of employers surveyed by the Society for Human Resource Management (SHRM) said they were struggling to fill open positions this summer, and
- 73 percent are seeing a decrease in applications for hard-to-fill positions.
- 50 percent are seeing an increase in the number of applicants failing to reply to a request for an interview.
- Transit systems are struggling to fill vacant bus operator positions

We need to hire 100 bus operators s to deliver full service schedule.

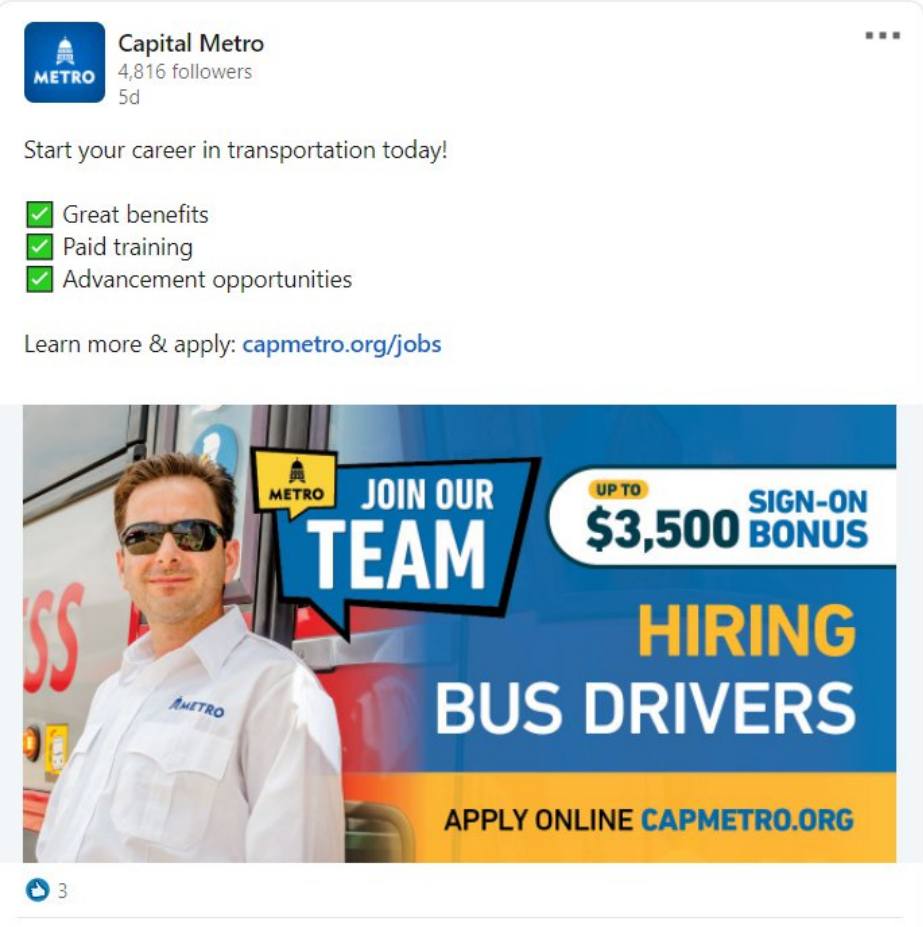
Bus Operator Staffing and Retention Plan

- Gather data
- CapMetro People & Culture Team to lead recruiting and onboarding
- Shorten hiring process
- Deployment of “talent search” teams



Bus Operator Staffing and Retention Plan

- Marketing campaign: “It’s A Thing Around Here” to highlight the Employee Value Proposition
- CapMetro Training School
- Improve working environment
- Pay increases for employees represented by ATU



Workforce Development Objectives

Develop Talent Pipelines Early (construction and operations)

- Workforce Solutions Capital Area
- School Districts
- Austin Community College
- Local organized labor
- Trade schools
- Apprentice programs

Engage Industry Experts

- Boston Consulting Group for operating model and workforce projections based on expansion and attrition
- HNTB For recommendations on operations training and development

Hire Director, Workforce Planning

- Engage partners to identify and develop talent
- Continually update talent acquisition needs and plans

Contribute to Diversity, Equity and Inclusion

- Continue commitment to workforce diversity
- Engage DEI partners and community advisory groups

Proactive planning for our future workforce has involved two key areas of focus:

Workforce Projections



- Look at the size of our frontline workforce today and project it in the future
- Understand the staffing needs of distinct Project Connect system components
- Plan for overall workforce growth
- Understand impact of new positions vs. annual attrition on yearly hiring goals

Capabilities & Trends Assessment



- Document what capabilities are required in our workforce today
- Assess technologies and other trends that might impact workforce and skillsets
- Understand implications for distinct roles in the organization
- Plan for future changes and training needs

CapMetro's system expansion will contribute to the creation of over 1,000 jobs in the Austin-area before 2035



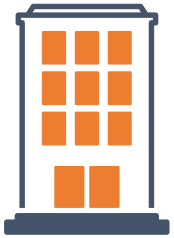
300 - 400 new MetroBus jobs



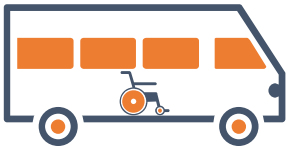
80 – 100 new Regional Rail jobs



500+ new Light Rail jobs



75+ new Facilities jobs



100 – 150 new MetroAccess & Pickup jobs

Jobs will be filled over time and in advance of new system expansion projects entering revenue service

The workforce & capability assessment highlighted areas of opportunity across the organization

Increase focus on the entire employee lifecycle, from recruiting to retirement, especially for roles heavily impacted by technology and other trends

Establish a culture of excellence, accountability, and learning to reduce attrition, absenteeism, and improve performance

Leverage partnerships to build a talent pipeline for high-need areas i.e., signals, track, power, engineers, mechanics, and skilled technicians

Considering future cross-staffing or combined management of critical functions in the face of potential talent shortages

Consider merging functions across modes for increased efficiency and to drive towards vision of "one system"

Foster a hyper focus on customer centricity and define goals for each role that further the organizational vision

Workforce initiatives are building and executing action plans to address these opportunities

Workforce projections & capability assessment are only parts of an overall plan for CapMetro's workforce of the future

Strategic Workforce Analysis

Workforce Transformation Plan



Holistic strategy and action plan

What's next?

In order to take CapMetro's Strategic Workforce analysis to the next level, we plan to:

- Hire for talent in key People & Culture workforce roles
- Determine and work toward target operating model
- Workforce and labor coordination forum
- Establish plan, process, and tools for overall Transformation
- Identify workforce initiatives for Transformation plan
- Begin executing workforce initiatives
- Enhance diversity of workforce
- Refine assumptions to improve workforce projections

Focus on Workforce Development

Construction Readiness (External)

- Pipeline for construction trades to build Project Connect
- Build career progression to move from construction to operations careers

Operations Readiness (Internal)

- Primary focus on hiring and retaining bus operators
- Transition of key operations positions to Capital Metro
- Other key operating positions
- Multiple pipelines working with community partners

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2910 East 5th Street
Austin, TX 78702

Capital Metropolitan Transportation Authority

Board of Directors | **Item #:** AI-2021-265 | **Agenda Date:** 11/22/2021

Winter Storm After Action Report

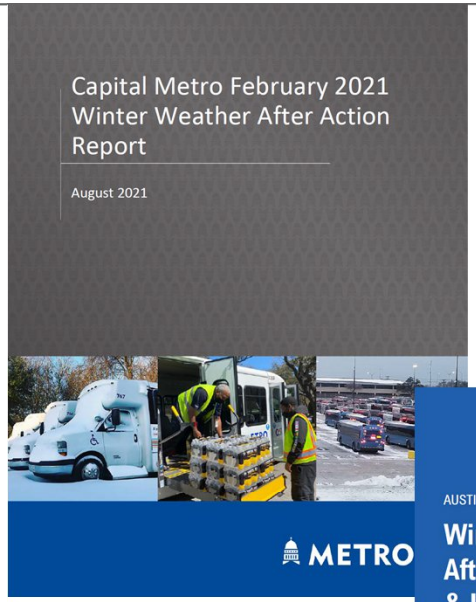
Winter Weather Preparedness

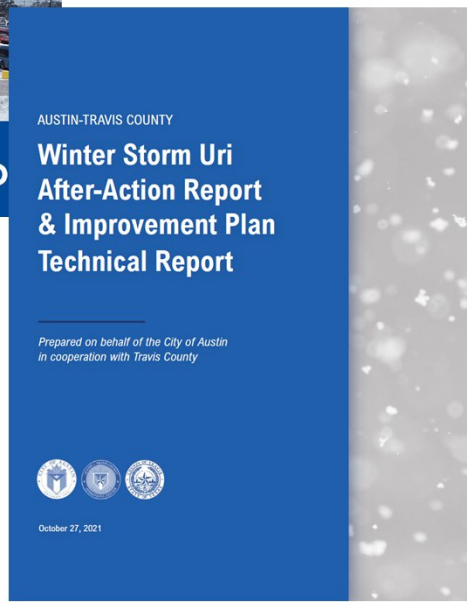
Board of Directors Meeting

November 22, 2021

Winter Weather After-Action Reports

- CapMetro After-Action Report
  - Conducted by external consultant IEM via interviews, document review, survey responses.
  - Found strengths and weaknesses at CapMetro
  - 86 recommendations across 9 key areas
- City of Austin report
  - Conducted by external consultant Hagerty Consulting via interviews, survey responses, document reviews, and listening sessions.
  - Focused on city/county response, touched on CapMetro response





Findings-CapMetro Report

- CapMetro's report highlighted strengths in:
  - Community Support
  - Staff Adaptability
  - Operational Coordination
- CapMetro's report highlighted areas for improvement in:
  - Formalized plans, policies, and procedures
  - Bus service suspension
  - Service provider preparedness
  - Logistical support for employees

Findings-City of Austin Report

- The City of Austin's report highlighted CapMetro's strengths in:
  - Strong, well defined command structures
  - Innovative solutions to system failures and cascading impacts
  - Immediate action to resource distribution opportunities
  - Early recognition of potential impacts and taking actions to mitigate
  - Responding to the needs of those living in multi-family housing units
- The City of Austin's report highlighted areas for improvement that involve CapMetro:
  - Resource request processes for CapMetro resources
  - Integration with dialysis and medical providers to leverage transportation resources

Next Steps

- Development of Agency Emergency Response Plan and annexes
- Formalization of Service Suspension Plan
- Formalization of CapMetro Emergency Operations Center (CMEOC)
- Synchronization between CapMetro and service providers
- Development of agency winter weather plan
- Identification of winter ready resources
- Development of sheltering plan for staff
- Implementation of a ready responder program for all CapMetro staff
- Intensify training and exercise program

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Operations Update

Operations Update

Board of Directors Meeting

November 22, 2021

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Adjustment to Wage Rates

- ATU Local 1091 membership has ratified changes to labor agreement to include new compensation for bus operations and maintenance staff
  - Pay increases for all positions in the labor agreement
  - Starting rate for bus operators moves from $17.50 today to $22 on Jan 1.
  - Includes Pay for Performance plan to provide additional compensation for good performers
  - Includes longevity pay for 10+, 20+ and 30+ year employees to support increased retention

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Changes to the Bus Operations Structure

- The pandemic has stretched us to our limits and highlighted opportunities for improvement, such as
  - Recruiting and onboarding
  - Training and career development
  - Service quality and general transportation management
  - Frontline team member engagement

Changes to MV Contract

- Service Provider will provide administration of bus transit services, including the direct management of frontline personnel necessary to perform the Services.
- CapMetro staff will establish the strategies and tactics needed to ensure excellent service on a daily basis.

Key Responsibilities MV Retains	Key Responsibilities CapMetro Assumes
Employ all frontline employees (Operators, Mechanics, Road Supervisors, Shop Supervisors, Dispatchers), including all payroll and benefits responsibilities	Day-to-day strategies and tactics for handling: • Building maintenance • Vehicle Maintenance, including CMTA Non-Rev Vehicles • Bus Service Delivery/Transportation
Employ General manager and all other staff needed to fulfill responsibilities	Recruiting, screening and on boarding of new frontline employees
Labor relations, including collective bargaining, discipline, grievances, and general employee engagement	Training of frontline employees
	Maintenance Parts and Inventory management

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President & CEO Report