

~ NOTICE OF MEETING ~
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS MEETING

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~ Agenda ~

Monday, April 26, 2021

12:00 PM

Video Conference Meeting

I. Public Comment:

II. Advisory Committee Updates:

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

III. Board Committee Updates:

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

IV. Presentation:

1. APTA Peer Review on Public Safety

V. Consent Items

1. Approval of minutes from the March 17, 2021 board meeting.
2. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a Construction Services Contract with Majestic Services, Inc for improvements to the North Lamar Transit Center for a total not to exceed amount of \$258,971.

VI. Action Items:

1. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract for Wellness Program Services with EXOS Works, Inc., in an amount not to exceed \$1,166,967.
2. Approval of the Capital Metro Pickup Service Guidelines.

VII. Presentation

1. Project Connect Program Update and Review of the Integrated Financial Model

VIII. Reports:

1. President's Report

IX. Items for Future Discussion:**X. 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; Troy Hill; 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.

Capital Metropolitan Transportation Authority **MEETING DATE: 04/26/2021**
Board of Directors

(ID # 4845)

Customer Service Advisory Committee
(CSAC)

TITLE: Customer Service Advisory Committee (CSAC)

Customer Satisfaction Advisory Committee
Wednesday, April 14th, 2021
Virtual Meeting
6:00 p.m. – 7:30 p.m.

Call to Order:

Chairman Taylor called the meeting to order at 6:07 p.m.

Introductions:

Committee members present were: Ephraim Taylor, David Foster, BJ Taylor, David Shapiro, Betsy Greenberg, Lin Rui

Capital Metro staff present were: Yannis Banks, Tangee Mobley, Gloria Barnes, Holly Winge, Dani Madubuike, James Bush, Jonathan Tanzer, King Kaul, Jesse Marroquin, Cynthia Lucas

General Public: Ruven Brooks

Community Communications

David Foster – A woman has had bad experiences with MetroAccess male drivers making inappropriate comments to her. He is concerned about the safety for the women using the service. Would like to know how many times is it that it is just one passenger & driver in the vehicle. Also, could a passenger request a same sex driver if they are more comfortable with that. Yannis explained that before covid there were normally multiple passengers in the vehicle. During covid for social distant purposes there have been only one person in the vehicles. David didn't want to give the young woman's name but we have an idea who he is talking about and MetroAccess has been working with her and investigated the incidents.

Project Connect Update

Yannis Banks, Community Engagement Coordinator

I let them know about the upcoming virtual public meetings April 27th – April 29th. The virtual open house will last from April 26th – May 21st.

June Service Change

Daniella Madubuike, Transportation Planner I

There will just be minor adjustments for OTP. There will be changes to school service with schools going on recess. We will still be running the same reduced service. Still no Saturday or late-night Metrorail Service.

Capital Project Update

King Kaul, Director Capital Construction Management

NLTC Improvements: We will strengthen the canopy, improve electrical lighting, demolish a brick wall, and install new signage. As well as installing 2 new CapMetro shelters. We will also

install 2 new TVMs. We will have to demolish a concrete median & construct it back once improvements are completed. We will have to move some bus stops to the kiss & ride area for safety purposes while the construction is going on. Bids were received on March 29th and we are expecting board approval in April. It will take 3 months to complete. David Shapiro – With this being the Northern terminus of the Orange Line, will things be done for the Orange Line. King – The current improvements are being done for customer safety. There will be more conversations about what the station for the Orange line will look like. Yannis mentioned the upcoming Virtual open Houses.

Eastside Bus Plaza – This will be a shared plaza with CARTS and CapMetro. There will be bus bays for CARTS & CapMetro vehicles. From 8-5 the facility will be open to the public. The public will be able to use the restrooms during that time. The grand opening is scheduled for May.

IT Update

Cynthia Lucas, Marketing Director & Jonathan Tanzer, Technology Systems Program Manager,

We will be going to a full account-based system. With the smart cards customers will be able to load value at the 250 retail locations throughout our service area. Customers will be able to tap the card to the onboard validator and be charged a single ride fare. With future fare structure we will be able to do fare capping to track their progress to a month pass. If it is an unregistered card there will not be any protections if they lose the card. We would need people to link to their account for their protections. If it is a registered account, customers can add a period pass to their smart card or ride with the stored value by paying for a single ride. With the future fare structure customers can use the value on the smart card towards fare capping & account can be linked to other services. The earliest we are looking to launch the smart card is this fall, based on the availability of cards. For the first phase we will use street teams to pass out the cards and let customers know about them. We will also offer the ability to order the cards on our website and at the transit store. Customers will be able to load cash or credit on their cards at the 250+ stores in the Vanilla Direct Network (CVS, Walgreens, 7-11 and more). HEB and Randall's are not currently in the Vanilla Direct network. Thirty-one and seven day passes will continue to be sold there. HEB are working on joining the Vanilla Direct system. Cynthia Lucas – As we look to the future, we have decided to brand our card. We are working on a brand name for something that could be used with different entities (Library for example). These are something we want people to hold on to. For the initial distribution we will use a street team. There will be print & digital education pieces as well. This will help speed up trips if people are prepared. This will give customers an opportunity when they go into CVS, 7-11 etc. an opportunity to add \$5 or so to their cards. It's like having app functionality in a card. The plus is that your card doesn't run on batteries. What are some of the ways we can reach our customers with this information? If you have some ideas, we are happy to hear about it & what do you think about this technology? We are considering a small group to help pilot this. Ephraim – Excited about us switching to smart cards & has been waiting for this to happen.

Approval of March minutes

Passed Unanimously.

May Meeting

- **Ethics training**
- **Lawrence – Title VI & Soccer Stadium**
- **Conclusions of Zicla project**
- **Update of how the electric buses are doing**

Meeting Adjourned at 7:20

Capital Metropolitan Transportation Authority
Board of Directors

MEETING DATE: 04/26/2021

(ID # 4846)

Access Advisory Committee

TITLE: Access Advisory Committee

Access Advisory Committee
Wednesday, April 7th, 2021
TEAMS
5:30 p.m. – 7:03 p.m.

Call to Order:

Chair Paul Hunt, Access Advisory Committee

Chairman Prentice called the meeting to order at 5:36 p.m.

Introductions:

Committee members present were Paul Hunt, John McNabb, Chris Prentice, Audrea Diaz, Glenda Borne, Mike Gorse, Otmar Foechner,

Capital Metro staff and contractors present were: Martin Kareithi, Chris Westbrook, Jo Anne Ortiz, Ricardo Boulware, Chad Ballentine, Raul Vela, Gloria Barnes, Nadia Barrera-Ramirez, Shawn Brown, Suzie Edrington, Marcus Guerrero, Mark Herrera, Ora Chisom, King Kaul, Cynthia Lucas, Jonathan Tanzer, Daniella Madibuke, David Chapa, Chris Prentice

Citizens' Communication

Members of the public

Mike – Is there an update on MetroAccess vehicle going to COTA for Vaccine? Julie – Yes, we work with COTA to get a priority lane. Even if it isn't their appointment time, they will still get them their vaccine. It has been taking about 45 minutes to go through the process. We are also doing the drivethru at the Burger Center. Julie did call & let Audrea know about the COTA drivethru. Jo Anne – If you have an appointment for anywhere else in the city you can call to make a reservation.

Audrea – Recently there was an issue with a connecting ride going to somewhere else. She asked to get picked up from home instead of established location. She had to take the fix route bus, but it was exhausting on her. She wants to know how Pickup service to be citywide. Julie – Currently Pickup is only servicing areas where we have transit deserts. Pickup is here to connect to routes but not replace. She would like for MetroAccess to have more flexibility. Booking a day in advance isn't feasible. Julie – We just don't have that capability right now. Martin – Your desire for on-demand solution for people who needs one is warranted but the shear cost of it makes it difficult to do. It doesn't mean that some day the resources & technology will not be there.

Project Connect/ATP Update

Yannis Banks Community Engagement Coordinator

I let them know about the upcoming virtual public meetings April 27th – April 29th. The virtual open house will last from April 26th – May 21st.

June Service Change

Daniella Madubuike, Transportation Planner I

A lot of routes will continue in reduce service. We will make adjustments to help reduce crowding and OTP. There will continue to not be weekend service on the Metrorail. Our MetroExpress service will stay how it currently is. We will continue to monitor service levels & the covid situation to make adjustments as needed. Our ridership is still down about 50% system wide. Chris – Over the past few weeks since the Governor opened the state up, has you seen an increase in ridership? Danni – Nothing significant, we have seen some occasional spikes but nothing major. Paul – Other than the amount of ridership, what other triggers are there to get out of the covid mode? Danni – For us, ridership is a main driver. We look for AISD, UT, State workers, etc.

NLTC & Capital Projects Update

King Kaul, Director Capital Construction Management

North Lamar Transit Center: For NLTS we will be making improvements to the large canopy there. We will install the 2 E-Paper signs & TVMs. The improvements are being done for customer safety. There will be 2 additional canopies when we are done. The roof will be repaired. We expect construction to start in May and be finished by August 2021. **Eastside Bus Plaza** – Plaza will be open daily for CARTS staff. There will be seating & restrooms inside the building during business hours. Amenities include e-paper, ticket vending machines, trash cans and benches. The grand opening will occur sometime in May 2021.

IT Update

Cynthia Lucas, Marketing Director & Jonathan Tanzer, Technology Systems Program Manager

Will give updates to our Customer Payments Systems. In a recent update from January, we launched a customer web portal. It fully accessible and uses modern web technology. Soon we will be launching Smart Cards for customers to use. Smart cards can be reloaded & also will have a tap to pay function. It will also allow customers to use a fare capping process to increase equity in the system. If customers choose to not register the card there aren't any protections to the card, ie if they lose the card customer service can't help them recover the amount. John – Is this going to replace the part of the app that sales tickets & where can customers get smart cards? Jonathan – It will complement the app. With the app you will be able to link your card to the app. I will answer the question about where to get them in the next part of the presentation. Glenda – Will this replace the monthly pass? Jonathan – The monthly pass will still be out there. Paul – Will the smart cards be included in MetroAccess vehicles as well. Jonathan – Not yet, we will be doing an update to the MetroAccess system and the payment system would be apart of that. Jonathan – We plan to use a street team to deliver the cards to people who would want to get them & explain the benefits. You can also order them at capmetro.org or from the transit store. Cynthia Lucas – Once we roll out the cards, we will develop a campaign with a new branded name for this function. There is currently a chip shortage that is holding us up. We will work with street teams & CE to get the cards out to people. Once you get the cards you keep them to reload them with funds. There will be a lot of education via print & and digital ways. We are also open to hearing some of your ideas in ways we can reach our customers. Glenda – Maybe you can work with the schools for the pilot roll out & have them get credit for using the cards.

We will be looking work with the gift card network & have smart cards in the same places you find gift cards at retail centers in 2023 (it's a long & complicated process)

Approval of March 2021 Minutes

Access Committee

Correct the date on the Minutes. Minutes approved unanimously with the correction noted

May Meeting Topics

Meeting adjourned at 6:50

Capital Metropolitan Transportation Authority MEETING DATE: 04/26/2021
Board of Directors (ID # 4842)
APTA Peer Review on Public Safety

TITLE: APTA Peer Review on Public Safety

Capital Metropolitan Transportation Authority (Cap Metro) Peer Review



**Provided by the American Public
Transportation Association**

April 26, 2021

Scope of Review

The APTA Peer Review Panel, was convened at the request of Randy Clarke, President and CEO, Capital Metropolitan Transportation Authority, virtually, during the time frame of January 25 – February 26, 2021, to conduct an analysis and make recommendations to improve the Cap Metro public safety program.



Peer Review Methodology

The APTA Peer Review process is well established as a valuable resource to the public transit industry.

Highly experienced and respected transit professionals provide their time and support to address the scope required.

The panel conducted this peer review through a documentation review, and a series of virtual briefings and interviews with Cap Metro staff, union members, Board members and stakeholders.



Peer Review Team

Polly Hanson- Facilitator*

Senior Director of Security, Emergency & Risk Management
American Public Transportation Association, Washington DC

Vera Bumpers*

Chief Houston Metro Police Department, Harris County Metro
Houston, TX

Steve Martingano

Deputy Chief Regional Transportation District (RTD) Police Department, RTD-Denver
Denver, CO



Peer Review Team continued

Marla Blagg

Executive Director of Safety and Security, Tri-County Metropolitan Transportation District of Portland, Oregon (TriMet)

Kevin Franklin

Deputy Chief San Francisco Bay Area Rapid Transit (BART) Police Department,
Oakland, CA

Paul MacMillan*

Chief (Retired) Massachusetts Bay Transportation Authority (MBTA) Transit Police
Department, Boston, MA



Some of the Interviews

- Y Wade Cooper, Chair, Cap Metro Board of Directors
- Y Jeff Travillion, Vice Chair, Cap Metro Board of Directors, Travis County Commissioner
- Y Ann Kitchen, Operations Committee Chair, Cap Metro Board of Directors, Austin City Council Member
- Y Quincy Dunlap, CEO Austin Urban League
- Y Joe Chacon, Acting Chief of Police, Austin Police Department
- Y Brent Payne, President, Amalgamated Transit Union, Austin, TX
- Y Teddy Sherman and Fred Reutzel, Cap Metro Bus Operators
- Y Mike Gorse, and Chris Prentice, Cap Metro Access Advisory Committee
- Y Ephraim Taylor, Cap Metro Customer Service Advisory Committee



Policing Transit Background

Observation

There is no one policing model for transit agencies. Transit agencies evaluate a number of considerations to ensure that they employ the most effective and efficient approach to provide the appropriate level of public safety and security required.



Cap Metro Public Safety Program Analysis and Recommendations

Observation

There was overwhelming support from union members, Cap Metro staff, stakeholders and Board members for in-house, transit police officers who are a part of the Cap Metro public safety program that include ambassadors and community intervention counselors who interact with all members of the community to provide customer service in an unbiased, equitable manner that aligns with the mission and values of Cap Metro.



Cap Metro Public Safety Program Analysis and Recommendations

The planned system expansion, community desire for accountable and equitable services, and the shortage of available APD officers are reasons for creating a transit police contingent.

It is recommended that Cap Metro transit police officers be trained to be customer oriented and receive specialized transit training. Officers should be hired directly by Cap Metro and know that their position supports Cap Metro and its mission.



Size of the In-House Transit Police Contingent

Traditional policing staffing models are generally developed by examining crime trends, jurisdictional population, geographical response areas, desired minimum staffing levels, authorized budget and workload.



Size of the In-House Transit Police Contingent continued

Transit policing staffing models may be built on various data points to include:

- The number of passengers per day,
- The number of square miles in the transit agency's service area,
- The number of agency owned parking lots and facilities,
- The number of trains, buses, transit centers, stops, and rail stations, and
- The number and type of calls for service as well as the amount of self-initiated activity by hour of the day and day of the week



Size of the In-House Transit Police Contingent continued

Additional data points to consider when developing a transit policing staffing model include:

- Hours of operation of the rail and bus systems and service frequency,
- Police response time metric,
- Traffic congestion factors,
- Consideration of specialized units; explosive detection canines, detectives, professional standards, and
- Desired supervisory span of control



Successful Models for Blending Transit Police & Non-Sworn Professional Staff into a Successful Public Safety Department

- Policing models look different than they did a year ago,
- Police agencies are adapting in response to recent events,
- Both traditional police and transit police are shifting resources, engaging non-sworn professional staff to partner with police on mental health issues
- Cap Metro is in an enviable position to establish an in-house transit police model that blends elements that will enhance the public safety program, i.e., Community Intervention Counselors, Public Safety Ambassadors



Resources

Selecting the transit police chief may be the most critical decision Cap Metro makes in establishing a sworn transit police function. Resources and associations (e.g., PERF and IACP) are available to help guide agencies in the selection of a chief.



Community Engagement

The need to engage with Cap Metro employees, union leaders, customers and other stakeholders will be critical as the chief leads the critical strategic planning process for development of the in-house, transit police contingent and the synergy and alignment that will be needed with the other components of the Public Safety Department. It will be important to ensure that there is a shared vision of the role and mission of the transit police contingent in conjunction with the larger public safety program that includes ambassadors, Cap Metro security guards, community intervention counselors and other professional non-sworn staff, as well as Cap Metro's overall mission.



Community Engagement

The panel suggests that Cap Metro consider the creation of a Transit Public Safety Advisory Council (TPSAC) established by a charter that outlines the membership and selection criteria, term limits and leadership structure. The TPSAC could act as a sounding board for ideas gathered through community engagement that will support Cap Metro’s mission to ensure that riders feel safe and welcomed and treated with equity on the Cap Metro system. The TPSAC could forward those ideas to Cap Metro’s EVP and Chief Safety Officer for consideration. The TPSAC could also provide ongoing updates on the progress of the public safety program and act as public safety advocates to other stakeholders.



Key Training Topics Necessary for Public Safety Personnel



Key Training Topics Necessary for Public Safety Personnel

The panel recommends the following training:

- Texas Commission on Law Enforcement (TCOLE) Certification for Officers
- Community Oriented Policing
- De-escalation and Less Than Lethal Force Options
- Customer Service and Communications skills
- Transit Specific Law and Rules
- Equity and Bias Awareness



Key Training Topics Necessary for Public Safety Personnel continued

- Emergency Response
- Crisis Intervention Training to Assist with the Response to Those with Autism, Mental Health Issues and the Houseless
- Mental Health First Aid
- Person with Disabilities Sensitivity and Awareness Training
- Safety Management System
- TSA Mandated Security Training



Key Training Topics Necessary for Public Safety Personnel continued

- Railroad Worker Safety Training
- Rail and Bus Vehicle Operations Familiarization
- Video Technology
- CPR/First Aid
- Cultural Competency
- Language Skills
- Crime Prevention Through Environmental Design



Concluding Remarks

The observations and recommendations provided were intended to assist the Capitol Metropolitan Transportation Authority strengthen its public safety program and align the public safety program with best practices as Cap Metro embarks on the creation of an in-house transit police contingent as part of a multifaceted public safety program.



Questions?



Capital Metro PUBLIC SAFETY

Transit System Incident Response: A revised approach

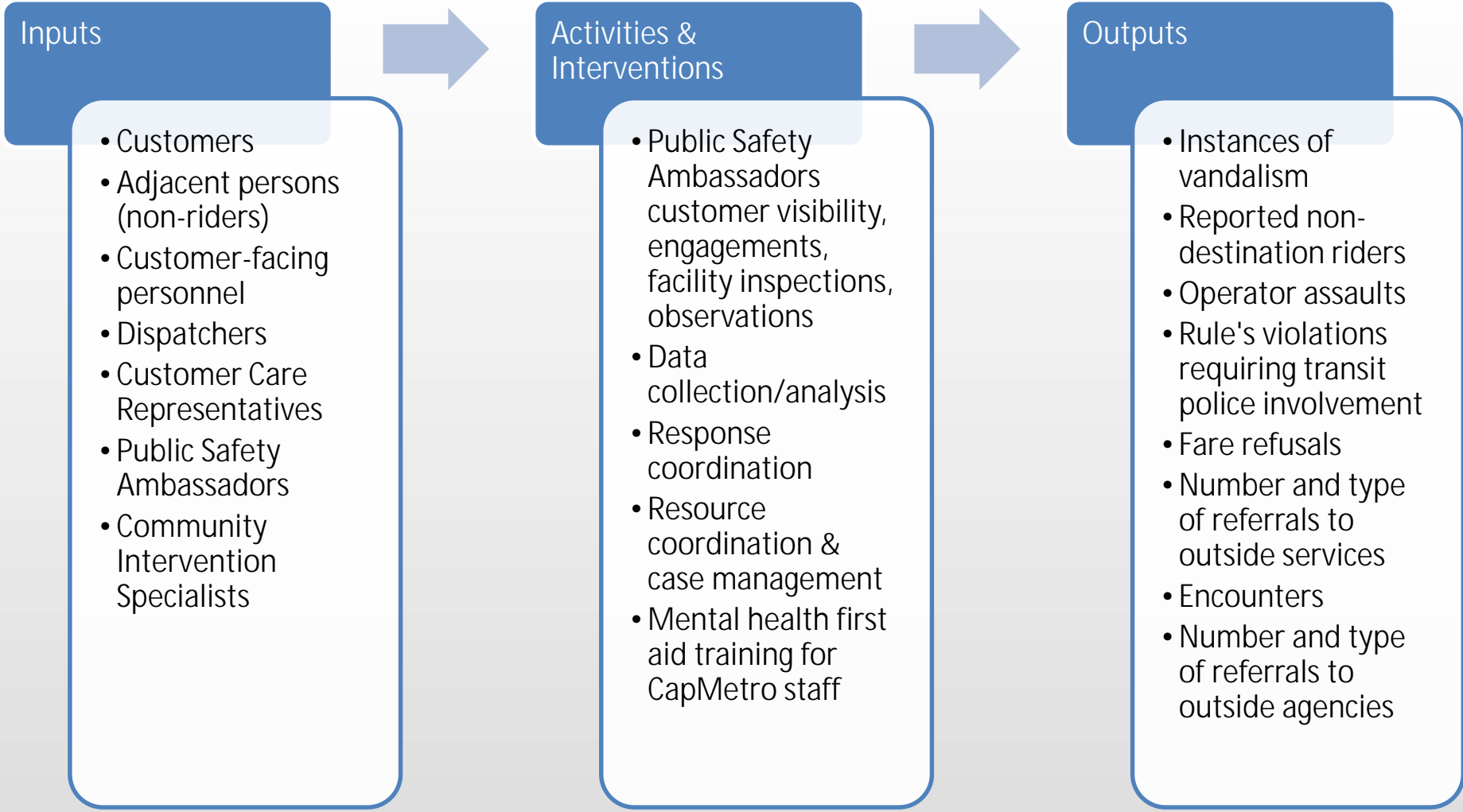
Public Safety. Reimagined.

- Fiscal Year 2021
 - We have hired a Public Safety Ambassador supervisor. Will be hiring 13 public safety ambassadors
 - We have hired two Community Intervention Specialists
 - American Public Transportation Association peer review
 - Establishment of community-based advisory group
- Fiscal Year 2022
 - Hire a new police chief, staff to assist with programming development needs
- Fiscal Year 2023
 - Begin police department operations

Public Safety. Reimagined.

- Public safety ambassadors who are as prepared to sell a pass as to write a citation
- On-staff social workers to respond to incidents and train CapMetro employees
- More security cameras on vehicles and at facilities for faster identification and handling of issues
- More efficient use of resources

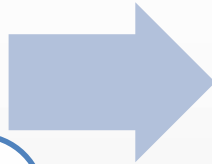
Logic Model for Public Safety Ambassadors and Community Intervention Specialists



Logic Model for Public Safety Ambassadors and Community Intervention Specials (Cont'd)

Outcomes

- Decrease in operator-involved assaults
- Decrease in rules violations requiring police involvement
- Decrease in vandalism
- Decrease in non-destination riders
- Decrease in "welfare check" calls to police
- Decrease in fare refusals



Impact

- Conflict on the system does not escalate to an undesired outcome
- Bus stops and train stations are used by customers
- Buses and trains are used appropriately (destination riders), higher on-time performance
- Customers and customer-facing employees feel safer
- Capital Metro facilities are clean and functional
- Non-criminal complaints, conditions, requests for service are directed to ambassadors, Intervention Specialists (not police)

Questions?

Capital Metropolitan Transportation Authority
Board of Directors

MEETING DATE: 04/26/2021
(ID # 4844)

March Special Board Meeting Minutes

Approval of minutes from the March 17, 2021 board meeting.

CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS MEETING
 2910 East Fifth Street Austin, TX 78702

~ MINUTES ~

Board Liaison Ed Easton
512-369-6040

Wednesday, March 17, 2021
10:00 AM

10:07 AM Meeting Called To Order
01:16 PM Meeting Adjourned

I. Oath of Office

Chair Cooper administered the Oath of Office to Board Member Leslie Pool, the new City of Austin appointee to the Capital Metro Board.

II. Public Comment:

Prior to Public Comment, Board Member Travillion asked the board if they would take a moment to recognize Ms. Bertha Means, a community leader and teacher who helped integrate the Austin Public Schools and was a successful entrepreneur. Ms. Means passed away recently at the age of 100.

Zenobia Joseph, citizen, spoke to the board on the issue of safety. She reminded the board of the 2009 North Lamar Pedestrian Safety Study and a gentleman who was killed in his wheelchair in 2016. The Walnut Creek Metropolitan Park was passing out water after the recent winter storm and is close to a mid-block transit stop. According to the Study, approximately 70% of pedestrian fatalities occur at mid-block stops. She is asking once again that the mid-block stop serving Chinatown (Stop ID: 5857) be moved to the CVS Pharmacy area to increase safety. She also believes that safety could be improved at the mid-block stop she mentioned at Walnut Creek Park, and by restoring the one seat ride to the Arboretum area on Route 392.

III. Advisory Committee Updates:

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

Community Involvement Specialist Yannis Banks provided the monthly update. In February CSAC and Access held a joint meeting to discuss and contribute their thoughts to the ongoing American Public Transportation Association Peer Review on Policing. Yannis mentioned that there were some technical challenges that prevented several members from participating, but that there will be further opportunities to provide feedback. Board Member Kitchen also asked Yannis for a update on the CSAC and Access appointments to the Project Connect/ATP Citizen Advisory Committee. Yannis reported that Otmar Foehner was selected as the appointee from the Access Committee, and that CSAC appointed David Shapiro.

Attachment: 210317 Special Board Meeting Minutes (4844 : March Special Board Meeting Minutes)

IV. Board Committee Updates:

1. Operations, Planning and Safety Committee

Chair Travillion provided the report from the February 10th Operations, Planning and Safety Committee meeting. The committee had four agenda items: committee minutes were approved; two items were placed on today's Consent Agenda, and one item is on today's Action Agenda.

2. Finance, Audit and Administration Committee

Chair Mitchell provided report from the February 10th Finance, Audit and Administration Committee meeting. The only committee action was approval of the committee minutes. They also heard a Capital Metro financial update and several Internal Audit updates.

3. CAMPO update

Board Member Mitchell provided the CAMPO update. CAMPO met on March 8th, and authorized the Executive Director the begin negotiations with a Transportation Demand Management (TDM) consulting firm, and discussed action of federal performance measure targets. They also reviewed amendments to the Unified Planning Program that may be made this year. Board Member Stratton asked for a further explanation on the goals of TDM consulting item.

4. Austin Transit Partnership Board Update

Board Member Stratton provided the Austin Transportation Partnership update, covering their January and February activities. The ATP Board's March meeting will occur later today (March 17). He updated the board on ATP community engagement activities and metrics, new ATP staff hires, formation and makeup of the ATP advisory committees, and coordination between ATP, the City of Austin, and Cap Metro. He also briefly reviewed actions taken at the first two ATP board meetings.

V. Consent Items:

1. Approval of a resolution authorizing the President & CEO, or his designee, to exercise the third 12-month renewal option for the Smart Trips Austin Interlocal Agreement (ILA) between the City of Austin and Capital Metro for an amount not to exceed \$150,000.

2. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Herzog Contracting Corp. for the replacement of four bridges with reinforced concrete box-culverts (RCBCs) for \$1,597,506, plus \$159,750 (10%) contingency for a total not to exceed amount of \$1,757,256.

RESULT: ADOPTED [7 TO 0]

MOVER: Jeffrey Travillion, Board Member

SECONDER: Leslie Pool, Board Member

AYES: Mitchell, Cooper, Kitchen, Renteria, Travillion, Stratton, Pool

AWAY: Troy Hill

VI. Action Items:

1. Approval of a resolution electing officers of the Capital Metro Board of Directors for 2021.

Chair Cooper led this item.

Board Member Pool nominated Board Member Travillion as Chair, praising his leadership and advocacy throughout the eastern crescent of Austin. Board Member Travillion respectfully declined the nomination. Board Member Pool hoped that he (and the board) would consider it in the future.

Board Member Renteria made a motion that Chair Cooper continue in that role. Chair Cooper says that while he does look forward to passing the torch, he would continue to serve and be enthusiastic about preparing and assisting his successor. Stratton seconded. The motion was approved 7-0 (Hill away).

Board Member Pool made a motion that Board Member Travillion serve as Vice Chair. Stratton seconded. Board Member Pool said that he would be honored to serve in the capacity. Chair Cooper expressed support and said that he would be delighted to work with Board Member Travillion. The motion was approved 7-0 (Hill away).

Chair Cooper made a motion that Board Member Stratton continue as Board Secretary. Pool seconded. Chair Cooper praised Stratton's enthusiasm and commitment. The motion was approved 7-0 (Hill away).

2. Approval of a resolution confirming the appointments to the Finance, Audit and Administration Committee and Operations, Planning and Safety Committee for 2021.

Chair Cooper relayed that Board Member Renteria has asked to be moved over to the Operations, Planning and Safety Committee, leaving a opening on the Finance, Audit and Administration Committee. Board Member Pool has expressed an interest in joining that committee so will fill that opening. Motion to make those changes by Chair Cooper. Travillion seconded. The motion was approved 6-0 (Mitchell unable to vote due to a technical issue.)

Chair Cooper made a motion that Board Member Travillion continue to serve as Chair of the Operations Committee, and Board Member Mitchell continue as Chair of the Finance Committee. Before a formal second could be offered Board Member Kitchen offered to serve as Chair of the Operations Committee to free up Board Member Travillion to serve as Vice Chair of the board. Chair Cooper then pulled his original motion and asked for discussion and another motion on that idea. Board Member Renteria expressed support for Board Member Kitchen as Chair of the Operations Committee, as did Board Member Travillion. Motion to appoint her as such and have Board Member Mitchell continue to serve as Finance Committee Chair by Board Member Travillion. Cooper seconded. The motion was approved 7-0 (Hill away).

3. Approval of a resolution authorizing the president & CEO, or his designee, to finalize and execute a contract with Simply Klean LLC for janitorial services, for a base period of two (2) years and three (3) one-year options in an amount not to exceed \$4,830,001.

Vice President of Facilities and Construction Ken Cartwright brought this item forward.

The recommended vendor is currently performing these services for Capital Metro and is a 100% SBE firm. Ken addressed questions that had come up at the February Operations Committee meeting when it was presented, confirming that the firm offers both a living wage and benefits to its employees.

RESULT: ADOPTED [7 TO 0]

MOVER: Jeffrey Travillion, Board Member

SECONDER: Sabino Renteria, Board Member

AYES: Mitchell, Cooper, Kitchen, Renteria, Travillion, Stratton, Pool

AWAY: Troy Hill

VII. Presentations:

1. Customer Technology Improvements Update

Chief Customer Officer and COO Dottie Watkins presented this item.

Dottie reviewed recent customer-facing technology improvements, including ePaper signs at stops, the new See Say Now app, real-time passenger load information, onboard digital displays, a new multi-language website platform, data warehouse and dashboards, a call center telephone replacement system, and updates to customer payment systems including a new virtual wallet option.

Board Member Stratton asked if one of the goals of the new payment systems was to eliminate the fareboxes onboard Capital Metro vehicles. Dottie said that no, that was not a goal, but that collecting cash was expensive so that reducing the amount of cash going through the system would be beneficial to the agency.

Board Member Pool asked about the security of the proposed tap cards and sharing of data. Dottie said that security was of the highest concern and that the cards would be the most secure available. For data there may be some disaggregated ridership data shared, but that we are very conscious of individual and account privacy.

Board Member Renteria asked about extending the expiration date on activated passes as new fare methods roll out. Dottie explained that it is still early in the rollout process but that is one of the many items that will be given consideration moving forward.

2. CARE Update

Chief Customer Officer and COO Dottie Watkins presented this item.

Dottie gave an overview of recent ridership trends and data. Capital Metro is still trying to facilitate social distancing by closely monitoring ridership levels and adding extra buses when possible. She also updated the board on the installation of new vinyl seat covers and vehicle air purification systems, and on new mask guidelines that will be reflected on new customer information.

Dottie also offered an update on efforts to get the Capital Metro and service provider staff vaccinated against COVID, and reminded everyone of the new dashboard on the Capital Metro website where route information, vehicle capacity and ridership data can be viewed.

3. Pickup Service Standards Framework

Executive Vice President of Planning and Development Sharmila Mukherjee presented this item along with Vice President of Innovative Mobility Chad Ballentine.

Sharmila reviewed a timeline of upcoming Pickup Service milestones, including expected approval by the board of Pickup Service Standards in April.

Chad then gave an summary of Pickup Service, including features and benefits of the service He gave a history of the service since launch in June 2017 and reviewed the zones that were launched in 2019. The Texas Transportation Institute has been assisting the agency with the development of service guidelines for what is still considered an innovative transit mode.

Sharmila then reviewed some of the purposes of the service and the policy goals and needs that this type of service helps meet. She also highlighted the different approaches to Pickup planning and evaluation depending on whether the zone was part of the Capital Metro service area, or an out-of-service zone a la carte service for another entity. She also walked through the steps and process of introducing new zones as they are implemented along with an evaluation matrix. Finally, Chad gave a preview of four Pickup zones that are expected to launch by early summer of this year and the community engagement that will take place around those launches.

Board Member Kitchen asked about if people with disabilities in an area would be considered as one of the criteria, since many people with disabilities don't qualify for MetroAccess service and might arguably have a greater need for this type of service. Sharmila explained that there are some issues with getting good sources of information for people with disabilities but that yes, that is a very valid point and we will be consulting with our Access Committee for their thoughts on ways of improving that measurement and fine-tuning the data. Board Member Kitchen also asked that staff consider a mechanism for members of the public to request a Pickup zone in an area where they saw a need for one, similar to a tool that was once found on the website of Austin B-Cycle. Board Member Stratton spoke up and said that he wholeheartedly agrees with Board Member Kitchen's comments on individuals with disabilities, but that another demographic criterion might be the individuals under the age of eighteen, who would also benefit from this type of service.

Board Member Mitchell asked about the cost-per-rider metric and how closely we were monitoring and analyzing that data. Board Member Kitchen asked that the board be better informed on the scoring methodology before being asked to approve the guidelines in April.

4. 2021 Winter Weather Response

Chief Customer Officer and COO Dottie Watkins presented this item.

Dottie updated the board on the Capital Metro response to the recent snow and energy emergencies. Key activities during that difficult week for the Austin region included communicating service levels, providing transportation to emergency shelters, dialysis transport, and Dell Medical Staff and patient transportation. The Agency also supported Meals on Wheels and Central Texas Food Bank deliveries. As power began to be restored and the roads cleared the focus of the recovery efforts shifted to providing drinking water to MetroAccess customers and transportation to three key water distribution sites. The agency also offered free fares for ten days at the end of February to help customers access essential services. Dottie also reviewed efforts to help Capital Metro staff who were affected by the emergency, offering meals, bottled water, showers, and a warm place to stay.

VIII. Reports:

1. President's Report

President Clarke presented his monthly report. This month's focus was on the new Capital Metro Diversity, Equity and Inclusion Community Advisory Group, who held their first meeting on March 10th with 14 members. President Clarke also previewed a new video put together to help reflect on the last year at Capital Metro and also celebrate Transit Employee Appreciation Day, which is March 18th.

IX. Items for Future Discussion:

X. 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; Delia Garza, Vice Chair; Eric Stratton, Secretary; Terry Mitchell; Troy Hill; Ann Kitchen, Jeffrey Travillion 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.

Capital Metropolitan Transportation Authority
Board of Directors

MEETING DATE: 04/26/2021
(ID # 4831)

North Lamar Transit Center Renovations

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a Construction Services Contract with Majestic Services, Inc for improvements to the North Lamar Transit Center for a total not to exceed amount of \$258,971.

**Capital Metropolitan Transportation Authority
Board of Directors**

**MEETING DATE: 4/14/2021
(ID # AI-2021-1440)**

Contract for North Lamar Transit Center Improvements

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a Construction Services Contract with Majestic Services, Inc for improvements to the North Lamar Transit Center for a total not to exceed amount of \$258,971.

FISCAL IMPACT:

Funding for this action is available in the FY2021 Capital Budget.

STRATEGIC PLAN: Strategic Goal Alignment: 1. High Quality Customer Experience, 2. Sustainability, 4. Valued Community Partner Strategic Objectives: 1.1 Safety & Risk, 1.2 Continuous improvement, 3.2 Safety culture, 4.3 Value of transit

EXPLANATION OF STRATEGIC ALIGNMENT: The goal of the North Lamar Transit Center improvement project is to repair existing infrastructure and provide a safe and improved customer experience.

BUSINESS CASE: Facility improvements, including the addition of shelters, benches, litter containers, digital message signs, ticket vending machines, renovated pavilion roof and cameras and other related enhancements, will result in increased customer satisfaction and an improved customer experience. The funding for this project is included in the FY2021 Capital Budget.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on April 14, 2021.

EXECUTIVE SUMMARY: The North Lamar Transit Center improvement project will include safety and customer experience improvements to the pavilion, the addition of shelters and benches, digital message signs, ticket vending machines and other necessary electrical, structural, civil related needs.

DBE/SBE PARTICIPATION:

The SBE goal is 17%. The prime contractor is a certified Small Business Enterprise (SBE) and will exceed the goal by self-performing as well as utilizing the following SBE subcontractors:



Prime and Subcontractors	Race/Gender	Services/Products	SBE Responsive
Prime	Black/Female	Self-performing	28%
ASD Consultants Inc Austin, TX	Black/Male	Sitework, Site Utilities, Structural Metals	19%
Perez Construction Georgetown, TX	Hispanic/Male	Concrete	6%
Sam Chapa Electrical San Antonio, TX	Hispanic/Male	Electrical	23%
			76%

PROCUREMENT: On February 26, 2021, an Invitation for Bids was issued and formerly advertised. By the closing date of March 28, 2021, five (5) bids were received from the following bidders:

Bidder	Total Amount
Majestic Services, Inc	\$258,970.85
RGD Builders, Inc	\$296,573.00
Muniz Concrete & Contracting, Inc	\$412,789.20
Jay-Reese Contractors, Inc	\$421,000.00
ATX JG Concrete Solutions, LLC	\$477,219.00

Majestic Services, Inc was the lowest, responsive, responsible bidder and submitted all the required documents with their bid, which was received prior to the established date and time for the receipt of bids. A financial analysis was conducted revealing no financial concerns reflecting that the firm has the adequate financial resources and capacity to conduct the work. Majestic Services, Inc is not debarred on the Federal or State Debarred vendor lists. The price was determined to be fair and reasonable based on adequate competition. The contract is a fixed, unit price contract. The period of performance is 90 calendar days from notice to proceed.

RESPONSIBLE DEPARTMENT: Capital Projects



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

STATE OF TEXAS

COUNTY OF TRAVIS

RESOLUTION (ID # AI-2021-1440)

Contract for North Lamar Transit Center Improvements

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

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to acquire general contracting services to complete North Lamar Transit Center improvements.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to finalize and execute a Construction Services Contract with Majestic Services, Inc for improvements to the North Lamar Transit Center for a total not to exceed amount of \$258,971.

**Secretary of the Board
Eric Stratton**

Date: _____

Attachment: Resolution-AI-2021-1440 (4831 : North Lamar Transit Center Renovations)

Capital Metropolitan Transportation Authority (CMTA)

CPG2002

North Lamar Transit Center Improvements

April 14, 2021



North Lamar Transit Center Improvements

Overview

The Capital Projects Department is seeking Board approval for a construction contract to complete improvements to the North Lamar Transit Center.

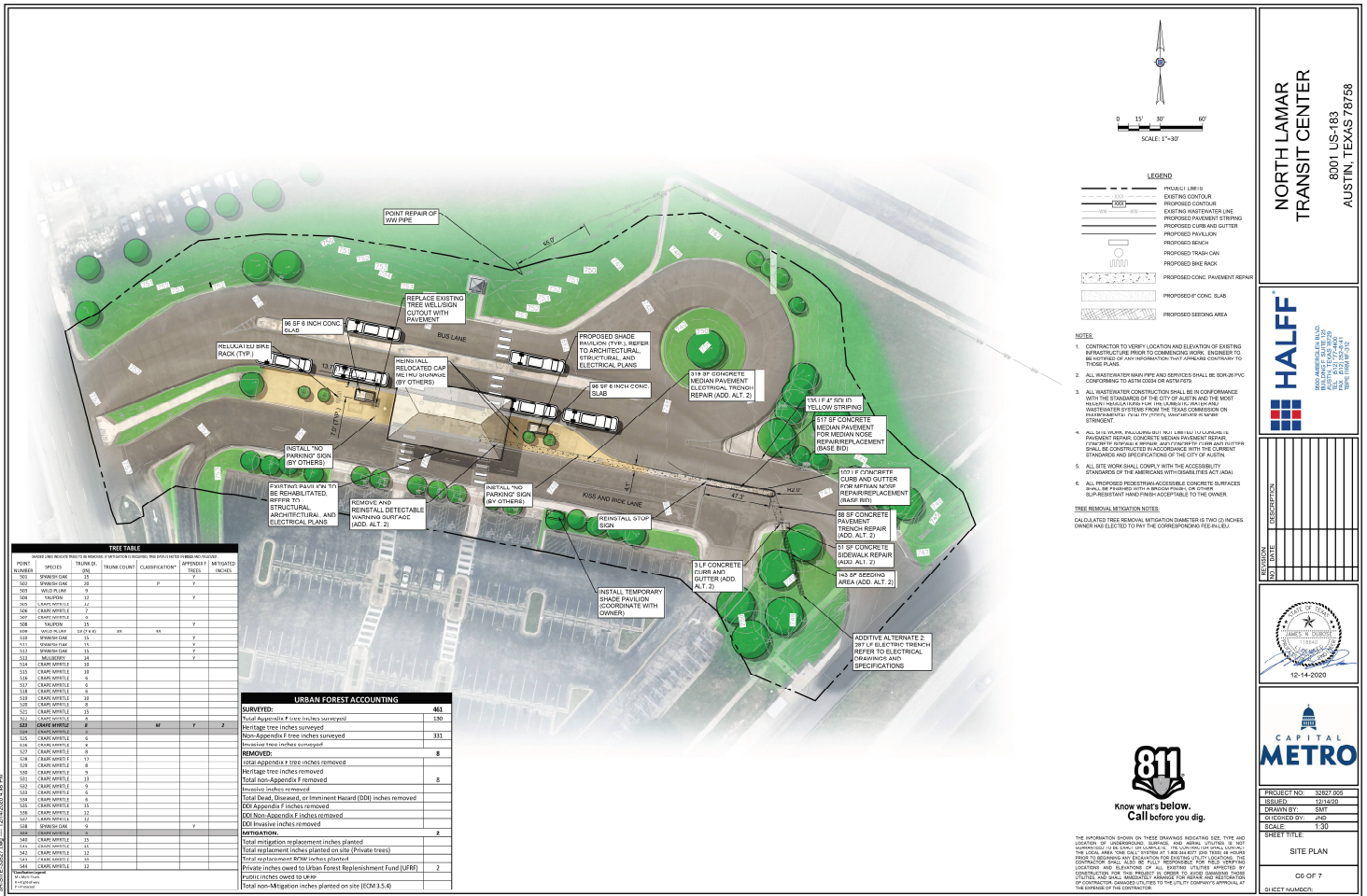
Purpose: Customer and Safety Improvements to the Facility

North Lamar Transit Center Improvements

Project Overview

- Pavilion (Existing Large Canopy) Structural Reinforcement
- Existing large canopy roof deck repair
- Electrical improvements and new lighting
- Demolition of center brick wall
- Install new signage
- Install two (2) new standardized CMTA shelters, benches and trash receptacles
- Additional cameras
- Ticket Vending Machine and ePaper digital message sign
- Concrete demolition and replacement
- Improvements consistent with Crime Prevention Through Environmental Design (CPTED) for safety







North Lamar Transit Center Existing Conditions

North Lamar Transit Center Improvements

Schedule

Procurement

- IFB issue – February 26, 2021
- Bids Due – March 29, 2021
- Expected Board Approval– April 26, 2021

Construction to start May 2021

- Estimated 90 days to complete work

Financial

- Estimated Engineering Construction Budget - \$341,442

SBE

- SBE Goal is 17%

North Lamar Transit Center Improvements

Questions?





METRO

THANK YOU!

Capital Metropolitan Transportation Authority
Board of Directors

MEETING DATE: 04/26/2021
(ID # 4824)

Contract for Wellness Program Services

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract for Wellness Program Services with EXOS Works, Inc., in an amount not to exceed \$1,166,967.

**Capital Metropolitan Transportation Authority
Board of Directors**

**MEETING DATE: 4/14/2021
(ID # AI-2021-1444)
Wellness Program Services**

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract for Wellness Program Services with EXOS Works, Inc., in an amount not to exceed \$1,166,967.

FISCAL IMPACT:

Funding for this action is available in the FY2021 Operating Budget.

STRATEGIC PLAN: Strategic Goal Alignment: 1. High Quality Customer Experience, 2. Engaged Workforce.

EXPLANATION OF STRATEGIC ALIGNMENT: Capital Metro's Wellness Program has enabled the organization to reduce costs while improving employee health and morale for over 15 years. The program also focuses on improving safety and job preparedness thus increasing engagement.

BUSINESS CASE: The recommended contractor has demonstrated their ability to provide these services in a holistic and cost-effective manner that will benefit Capital Metro and ATP employees along with the employees of the various contracted Service Providers. We are confident that EXOS will continue to position Capital Metro as a leader in providing Wellness Services in the Transit Industry.

COMMITTEE RECOMMENDATION: This item will be presented to the full Board of Directors on April 26, 2021.

EXECUTIVE SUMMARY: The purpose of this contract is to provide wellness program services to Capital Metro, ATP and Service Provider employees with the goal of improving employee health, morale, job performance and safety while reducing healthcare, absenteeism and other related costs.

The contractor will be responsible for providing a variety of wellness, fitness, and nutritional counseling to all employees. This includes operating (3) existing fitness centers at various company owned facilities and providing personal training to participants. Additional services include nutritional counseling, tobacco cessation programs, healthy eating programs and the development of targeted programs to address the top five health diagnoses for employees.

The Authority currently contracts these services with EXOS whose contract expires May 31, 2021. Capital Metro is pleased with their current performance.



DBE/SBE PARTICIPATION:

Due to limited subcontracting opportunities, no SBE goal is assigned to this project. However, we will work with the selected vendor for a commitment towards small business participation.

PROCUREMENT: On 12/11/2020, a Request for Proposals was issued and formally advertised on Planet Bids. By the closing date of 1/22/2021, three (3) proposals were received. The Evaluation Factors used were:

- (1) 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.
- (2) The offeror's demonstrated, relevant work experience and capabilities of the firm, as a whole, on projects of a similar size, scope complexity and nature, and qualifications of the proposed personnel.
- (3) Offeror's Staffing Plan demonstrates that it provides necessary coverage and resources to perform the services identified in Exhibit F, Scope of Services.

EXOS Works, Inc., was rated highest, all factors considered. The price was determined to be fair and reasonable based on adequate competition. The contract is a fixed price type contract. The term of the contract is two base years with three option periods of one year each.

Base Period 1, Contract Year 1	\$224,242.44
Base Period 2, Contract Year 2	\$228,727.29
Option Period 1, Contract Year 3	\$233,301.83
Option Period 2, Contract Year 4	\$237,967.83
Option Period 3, Contract Year 5	\$242,727.23
Total Base and Options (5 Years)	\$1,166,966.65

RESPONSIBLE DEPARTMENT: Human Resources



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

STATE OF TEXAS

COUNTY OF TRAVIS

RESOLUTION (ID # AI-2021-1444)

Wellness Program Services

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to improve the health, wellness and safety of our employees and Service Provider employees; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to provide wellness services to achieve these goals.

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 for Wellness Program Services with EXOS Works, Inc., in an amount not to exceed, \$1,166,967.

Date: _____

**Secretary of the Board
Eric Stratton**

Attachment: Resolution-AI-2021-1444 (4824 : Contract for Wellness Program Services)

Wellness Program Services

Capital Metro Board of Directors
Finance, Audit, and Administration Committee

Meeting April 14th, 2021

1



METRO

Program Services

- Nutrition Counseling along with Healthy Café and Healthy Vending Programs.
- Free Personal Training at the fitness centers as well as virtual workouts.
- Lunch and Learns on various topics.
- Bike Loan program.
- Referrals to other resources including Employee Assistance Programs.
- On-site Tobacco cessation classes.
- Know your Numbers and DOT Prep Assistance Program.

History

- The program was originally developed to address **skyrocketing health care costs and absenteeism** of CMTA/Star Tran employees.
- It addressed the five major diagnoses that **drive Cap Metro health care costs**.
- The focus was on implementing a holistic approach that would **address nutrition, exercise, and all other aspects of employee health**. This includes financial and emotional well-being, as well as a strong culture of wellness.

History

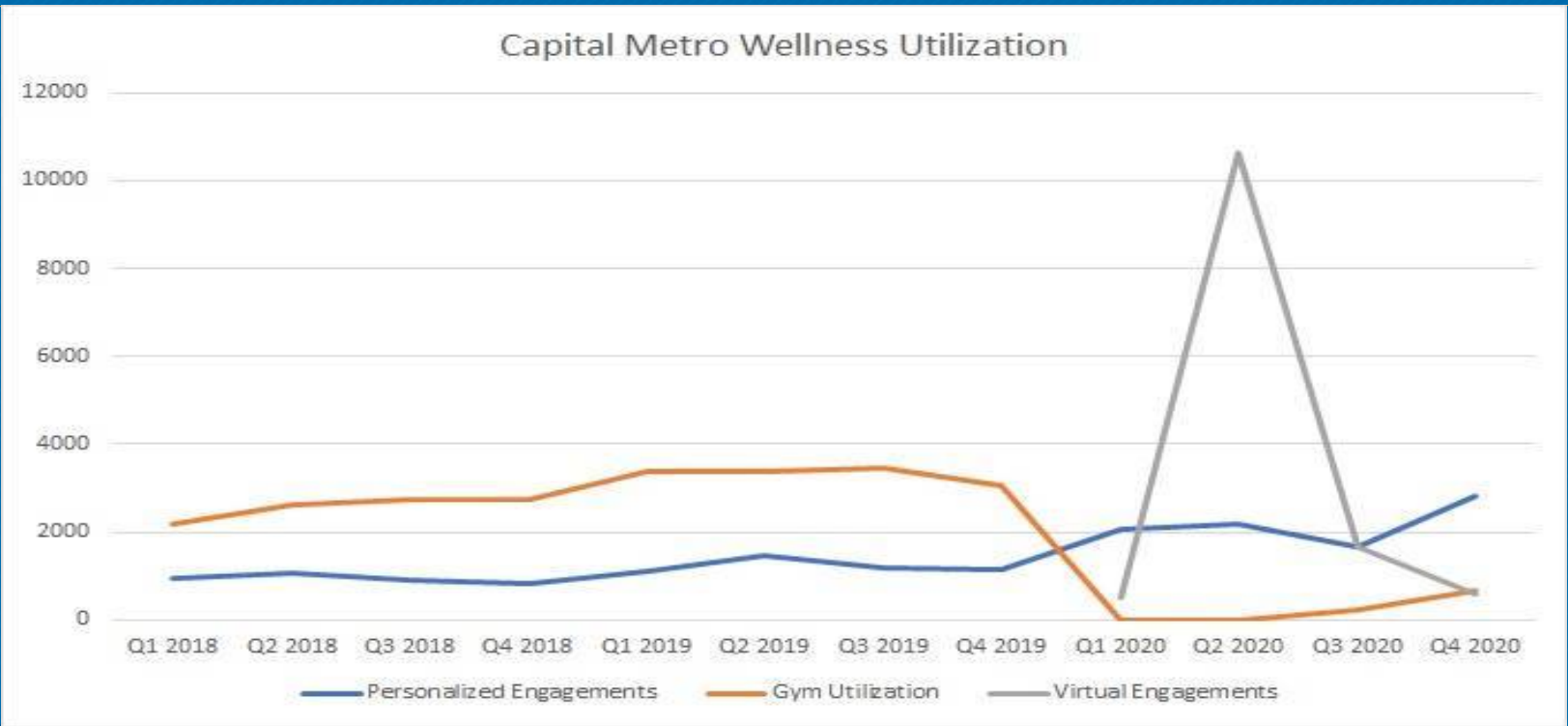
- **2003** - Initial implementation of program.
- **2006** – First fitness center opens. Deemed a model program by Austin Public Health.
- **2011** - Featured as a model program in a report by The Texas State Comptroller.
- **2012** – Recognized as Austin’s Healthiest Employer (also 2019).
- **2014** – APTA Innovation Award.
- **2019** – Wellness Program deemed a Leading Industry Practice by APTA.

Results

- Recognition by the Center for Disease Control (CDC) and the Texas State Comptroller as being a **very effective program, with a ROI in excess of \$3.**
- Annual healthcare cost increases of up to 25% have been eliminated.
- Has been awarded a total of **\$440,000 in grants.**
- In 2012, **implemented a Tobacco-Free Workplace Policy** which prohibits tobacco use on Capital Metro owned or leased property.
- Services are free to employees of Cap Metro and service providers.



Results



Testimonials

- *“The team have helped me by telling me what to do, keeping me motivated. They make the workouts specific to me and my needs, and can make them for any individual”.*
- *“The Wellness Program has helped with customized training. Different and a variety of exercises. Direction from trainers helps me stay focused. Group workouts. Motivation from others. Lots of laughs.”*
- *“They have helped me with my technique and eating habits. I never used to learn the proper form and technique of many exercises. I would just try to copy what I saw other people do. Now I focus on my form and my breathing.”*
- *“They have helped me on improving my strength and managing my back and shoulder pain.”*

COVID related support

- Implemented virtual coaching and workouts.
- Implemented cleaning and safety protocols at all locations.
- Now providing both on-site and virtual services.
- Provided PPE to employees as needed.





RFP process

- Approval of a resolution authorizing the President/CEO, or designee, to finalize and execute a contract for wellness program services with **EXOS Works, Inc.** in an amount not to exceed **\$1,166,966.65** for a period of two base years and three option years.



METRO

THANK YOU!

Attachment: WellnessProgramServices - April, 2021 BOD (4824 : Contract for Wellness Program

Capital Metropolitan Transportation Authority
Board of Directors

MEETING DATE: 04/26/2021
(ID # 4832)

Approval of Pickup Service Guidelines

Approval of the Capital Metro Pickup Service Guidelines.

**Capital Metropolitan Transportation Authority
Board of Directors**

**MEETING DATE: 4/26/2021
(ID # AI-2021-1445)**

Approval of the Capital Metro Pickup Service Guidelines

SUBJECT:

Approval of the Capital Metro Pickup Service Guidelines.

FISCAL IMPACT:

This action has no fiscal impact.

STRATEGIC PLAN:

Strategic Goal Alignment:

1. High Quality Customer Experience
3. Sustainability
4. Valued Community Partner

Strategic Objectives:

- 1.4 Culture of Innovation
- 3.1 Resource Optimization
- 4.3 Value of Transit

EXPLANATION OF STRATEGIC ALIGNMENT: The Pickup Service Guidelines are in alignment with Capital Metro's service planning approach for transit service. The guidelines are designed to meet goals 1, 2, and 4 of Capital Metro's Strategic Plan.

1. Deliver the best possible customer experience.
2. Demonstrate regional leadership.
3. Demonstrate the value of public transportation in a dynamic community.

BUSINESS CASE: Capital Metro's Pickup service is a new kind of public transportation service that is app-based and on-demand. This service was initially developed as a pilot project with great success beginning in 2017. The Pickup program has grown, evolved, and matured over the years into the premier service offered today. It is necessary to establish these guidelines for Pickup so that the agency can best evaluate system performance and design with sustainability in mind as it continues to grow.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on April 26, 2021.

EXECUTIVE SUMMARY: Service Guidelines provide a framework for the provision,



design and effectiveness of our Pickup services. They incorporate transit service planning factors including residential and employment density, land use, activity centers, street characteristics, and community demographics. Design criteria include defining service attributes such as passenger wait times, zone size, connections to the larger transit system, hours of service, access to essential services, and other community identified elements.

Service standards include methodology by which services are evaluated in terms of community characteristics, service quality, and sustainability to help to identify high and low performing zones. This methodology is to be applied regularly and rigorously. A series of corrective actions may be taken to address specific issues.

A copy of the proposed service guidelines is included as an attachment to this item and includes design and evaluation criteria learned from years of pilot testing, community engagement, and industry best practice information from around the nation.

Pickup is an emerging type of public transportation that does not follow the mold of traditional transit. Capital Metro is at the forefront of this new type of service delivery, as such we will continue to evaluate and build upon the Pickup Service Guidelines as this type of service continues to mature.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply

RESPONSIBLE DEPARTMENT: Demand Response & Planning



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

STATE OF TEXAS

COUNTY OF TRAVIS

RESOLUTION (ID # AI-2021-1445)

Approval of the Capital Metro Pickup Service Guidelines

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to encourage provision of innovative, equitable, right-sized, and sustainable transit services that respond to community needs; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to establish clear and transparent guidelines for a non-traditional transit mode that has developed into a valuable transit service; and

WHEREAS, the Pickup Service Guidelines have been developed through exhaustive pilot testing, ongoing community engagement, and industry best practice information.

NOW, THEREFORE, BE IT RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors approves the attached Pickup Service Guidelines.

**Secretary of the Board
Eric Stratton**

Date: _____

Attachment: Resolution-AI-2021-1445 (4832 : Approval of Pickup Service Guidelines)



Community Characteristics	Measures/KPI	Criteria	Point Values	Max Points Available
	Population Age 65 and Over	Zone compared to overall population demographics (8.6% Service Area Average)		5
	Zero Car Households	Zone compared to overall population demographics (2.21% Service Area Average)	Baseline of service area metrics begins at midpoint of 3 points. For every 20% above service area average the zone scores an extra point. For every 20% below the average the zone loses a point.	5
	Median Household Income	% meeting affordable housing requirements, compared to overall population demographics (\$74,073 Median Household Service Area Average)		5
	Households in Poverty	Zone compared to overall population demographics (4.62% Service Area Average)		5
	Minority Population	Zone compared to overall population demographics (22.44% Service Area Average)		5
	Essential Services (Medical, Grocery, School, Shopping, Affordable Housing)	Serve significant destination needs within the service zone not served by local bus	1/2 Point is awarded for each type of service contained within a zone	5
COMMUNITY CHARACTERISTICS MAXIMUM TOTAL POINTS AVAILABLE:				30

Service Quality	Measures/KPI	Criteria	Point Values	Max Points Available
	On Time performance (15 min or less wait time)	% of trips that meet this 15 min or less threshold. (92% or better OTP ideal)	An increase in 2% OTP increases 1 point	10
	Square Mileage: Urban zone	Ideal = 3 square miles in-town or smaller	Points drop as size increases above 3 Sq Mi.	10*
	Square Mileage: Suburban + zone	Ideal = 6 square miles suburban or smaller	Points drop as size increases above 6 Sq Mi.	
	Ridership: Passenger per hour	Riders per service hour (4 passengers per hour or more is an ideal benchmark)	Each Increase of 0.5 pax/hr increases score 1 point	10
SERVICE QUALITY MAXIMUM TOTAL POINTS AVAILABLE:				30

Sustainability	Measures/KPI	Criteria	Point Values	Max Points Available
	Cost Effectiveness	Pre-designated generalized cost per passenger trip (Based on zone experience)	Lower cost per passenger = higher the score. (\$15/ passenger is the median with 5 points)	10
	MetroAccess Customers using Pickup	% in zone using Pickup (Based on zone experience)	Higher % of MA users on Pickup = Higher score. (5% is the median and scores 5 points)	10**
	Mobility impaired passengers Transported	% of disability assistance request trips (Based on zone experience)	Higher % of mobility impaired users = Higher score. (2.5% is the median with 5 points)	
	Shared Rides	% of trips shared with other passengers (Based on zone experience)	Higher % of shared rides = Higher zone score. (30% is the median and scores 5 points)	10
SUSTAINABILITY MAXIMUM TOTAL POINTS AVAILABLE:				30

Keep	60 plus	TOTAL COMBINED SCORE MAX POSSIBLE	90
Adjust	41 - 59		
Discontinue	40 or less		

* Measure would be either for an in-town zone or a suburban plus zone.

** Total of 10 points split between two measures, unless a zone has no MetroAccess customers. In that case mobility impaired passengers would account for all 10 points.

Version 1.0

Demographic Values as of April 2021

Values to be updated as new Census data becomes available

Attachment: Pickup Service Standards - V1 April 2021 (4832 : Approval of Pickup Service Guidelines)

Pickup Service Guidelines

April 26, 2021 Board Meeting

Sharmila Mukherjee
EVP Planning and Development

Chad Ballentine
VP Demand Response and Innovative Mobility



Pickup Timeline

April 2021

- Board Approval of Program Guidelines
- Widespread public engagement:
 - Dessau Zone
 - North Oak Hill Zone
 - South Menchaca

Summer 2021

- Begin Launch of Next 3 Zones

Due to COVID-19, evaluation of all existing zones will begin in early 2022 to prepare for FY 2023 budget planning.

What is Pickup?

Features

- Localized Neighborhood Transit
- Pickup App: Real-time trip requests
- Shared ride transit
- Operated by CapMetro

Benefits

- Right-sized public transportation option
- Increases access and mobility
- Extends the reach of Capital Metro Services
- Fills service gaps



Pickup Guidelines Development



1. Nationwide Benchmarking & Research
2. Define the Use Cases
3. Identify Elements to Measure
4. Develop Standardized Key Metrics
5. Test Assumptions and Metrics With Live Zones


Outcome: Foundation for a General Framework to Launch Zones and Measure success.




Pickup Policy Goals




Pickup Service Purposes




Pickup zones embody one or more of these purposes:



Flexible alternative to less-used bus routes



Transit option for communities where a service gap exists



Connect customers to the larger transit network

Approaches to Pickup Planning and Evaluation

- Service Area
 - Reviewed for connectivity and access needs in service change process
 - Complements or fills a gap in existing Cap Metro transit network
 - Proposed Service Guidelines will apply to selection of new and in evaluation of existing zones
- Out-of-Service Area
 - A la Carte service
 - Designed for specific access or circulation needs in an area
 - Initial need is identified in community's Transit Development Plan (TDP)



Pickup Zone Pre-Selection Steps

STEPS	PROCESS
1) Community Needs Analysis	Conduct community engagement; listen to what the community needs and values; examine access to essential services
2) Service Planning Analysis	With each service change, review the transit network and identify transit gaps that cannot be addressed by traditional bus
	Identify existing transit network inefficiencies to highlight areas where an on-demand service will serve the needs of the community more efficiently Identify any new/adjusted services that would benefit from the complementary implementation of Pickup
3) Scoring	Apply Selection Criteria to determine viability of considered zones and weighted priority of launches.

Proposed Pickup Zone Scoring Matrix

CATEGORY	MEASURES / KPI	CRITERIA	POINTS AVAILABLE
Community Characteristics	Population Age 65 and Over	Zone scores higher the further it surpasses the service area mean	5
	Zero Car Households	Zone scores higher the further it surpasses the service area mean	5
	Median Household Income	Zone scores higher the further it is below the service area mean	5
	Households in Poverty	Zone scores higher the further it surpasses the service area mean	5
	Minority Population	Zone scores higher the further it surpasses the service area mean	5
	Essential Services (medical, grocery, schools, shopping centers, affordable housing)	Serve significant destination needs within service zone. One point for each essential service type included in the zone.	5
Service Quality	Passenger Wait Time	15 minutes or less	10
	Square Mileage	Ideal of 3 sq. miles in-town and ideal of 6 sq. miles suburban	10
	Ridership	Total Ridership; Riders per service hour	10
Sustainability	Cost Effectiveness	Pre-designated generalized cost per passenger trip	10
	MetroAccess Customers on Pickup	Zone compared to overall population demographics	10*
	Mobility Impaired Passengers	% of disability assistance request trips	10
	Shared Rides	% of trips shared with other passengers	10
TOTAL POSSIBLE POINTS			90

30 PTS

30 PTS

30 PTS



SCORE CATEGORIES

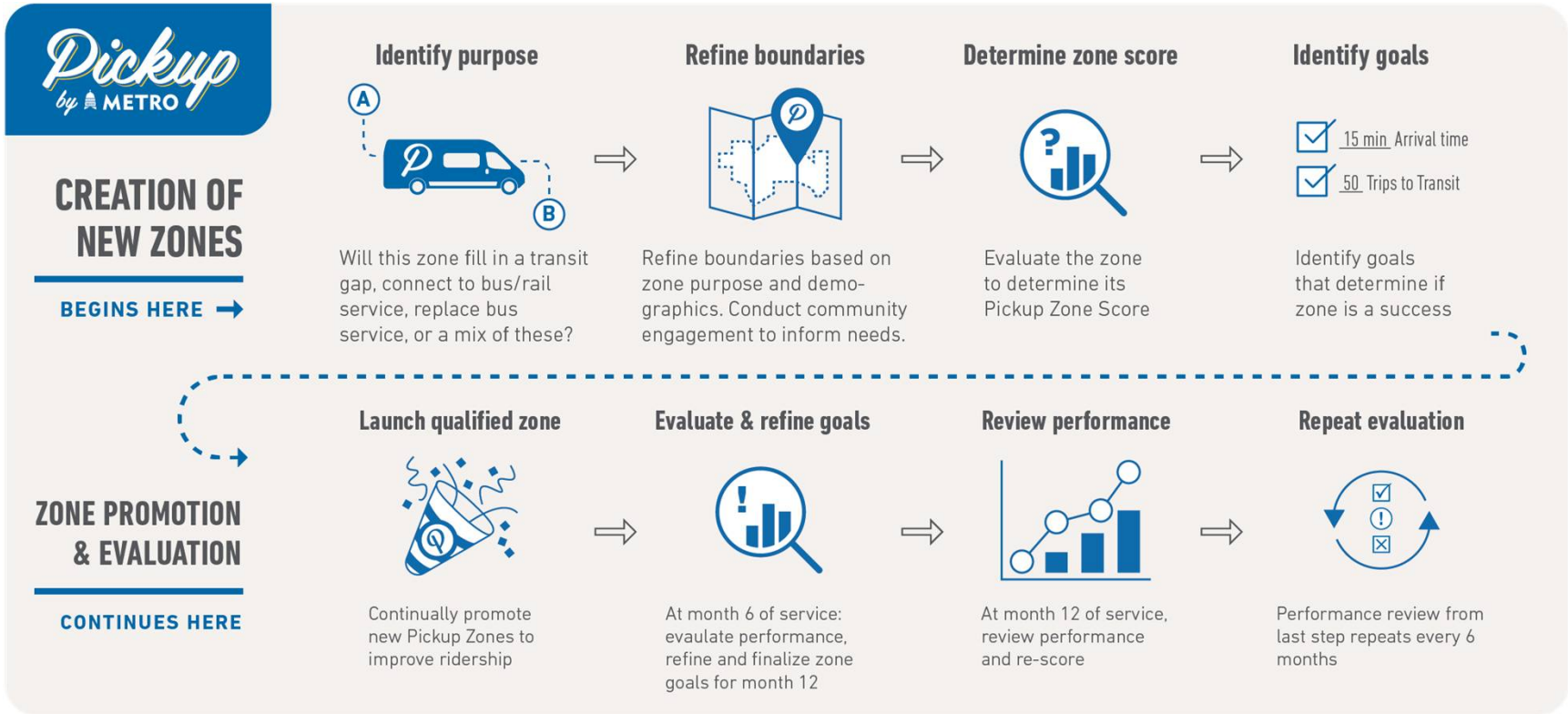
KEEP
+60 PTS

ADJUST
41-59 PTS

DISCONTINUE
40 PTS or Less

Attachment: Approval of Pickup Service Standards April 2021 (4832 : Approval of Pickup Service Guidelines)

Complete Guidelines Overview



Upcoming Pickup Zones

Target Stakeholder Groups

- Community organizations
- Neighborhood Associations
- Businesses employees/ customers
- Faith based organizations
- Government/elected officials
- Capital Metro customers
- Educational institutions
- General public

Community Engagement Timeline

- ~7 weeks prior to each launch**
Stakeholder outreach to Neighborhood associations, local business community groups, and more
- ~3 weeks prior to launch**
Social media messaging promoting the launch
- ~1 week prior to launch**
Press release and reminder communications to organizations and residents regarding launch dates. More social Media.
- Days before & ongoing after launch**
Media push, In-person promotion, Posters, At-stop signs, Social Media, Pickup brochures distributed, and follow-up mailers.



Pickup Timeline

April 2021

- Board Approval of Program Guidelines
- Widespread public engagement:
 - Dessau Zone
 - North Oak Hill Zone
 - South Menchaca

Due to COVID-19, evaluation of all existing zones will begin in early 2022 to prepare for FY 2023 budget planning.

Summer 2021

- Begin Launch of Next 3 Zones





METRO

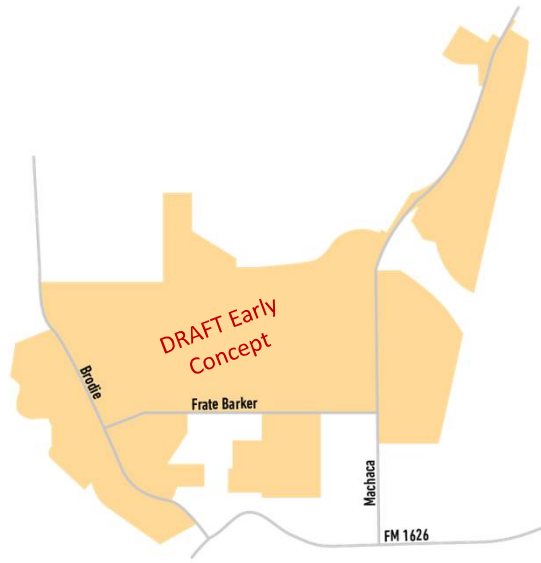
THANK YOU!

Appendix: Upcoming Zones

Draft Concepts for Community Conversations



NORTH DESSAU

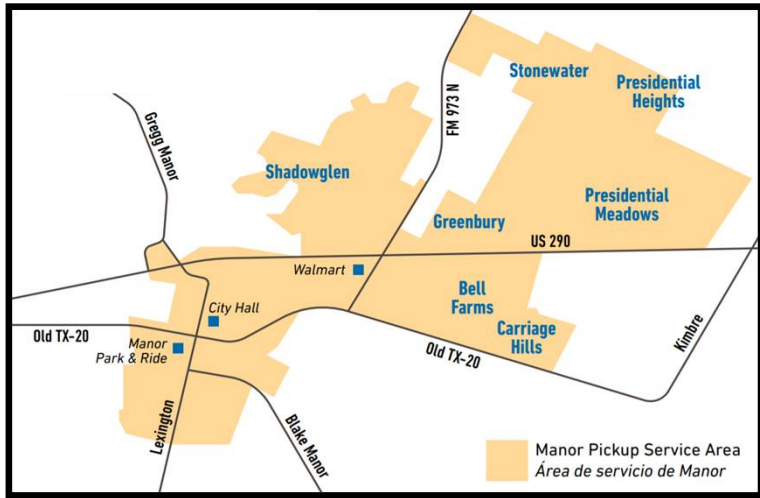


SOUTH MENCHACA

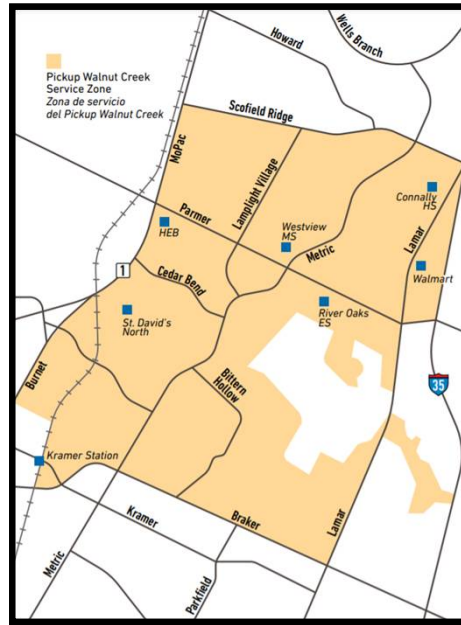


NORTH OAK HILL

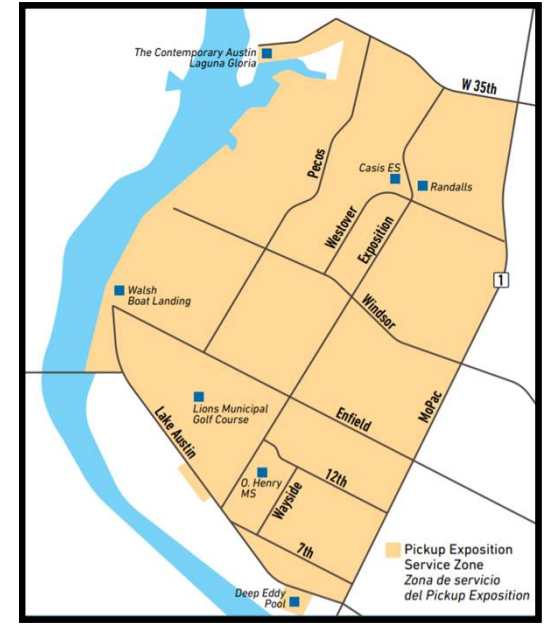
Appendix: Current Pickup Zones



MANOR

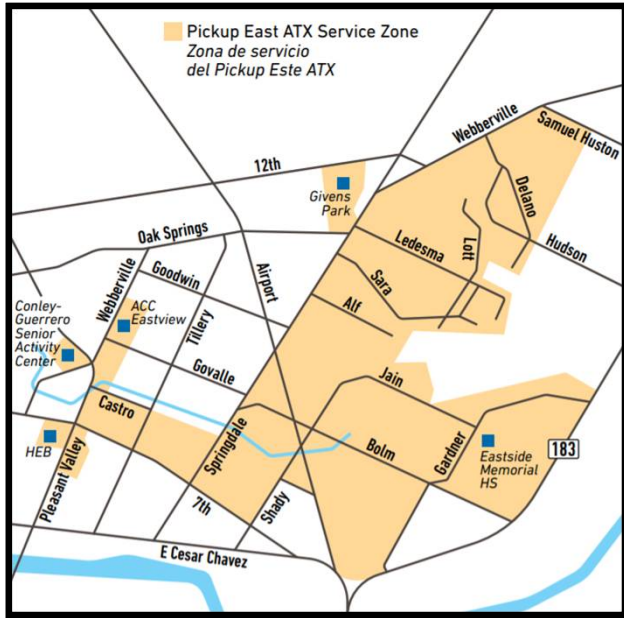


WALNUT CREEK

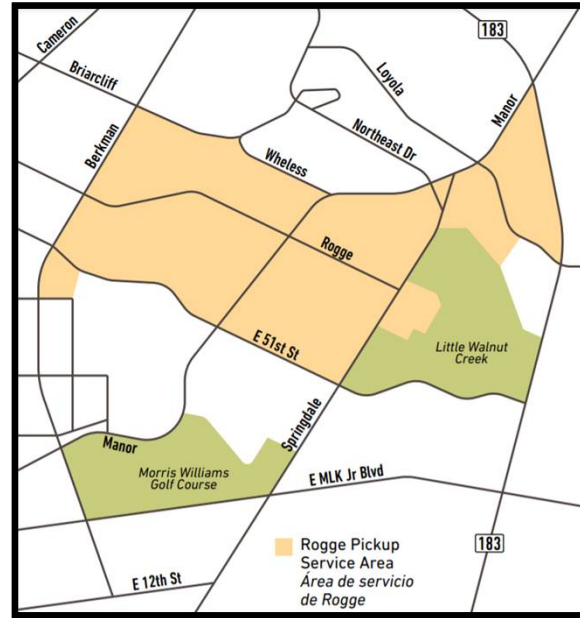


EXPOSITION

Appendix: Current Pickup Zones

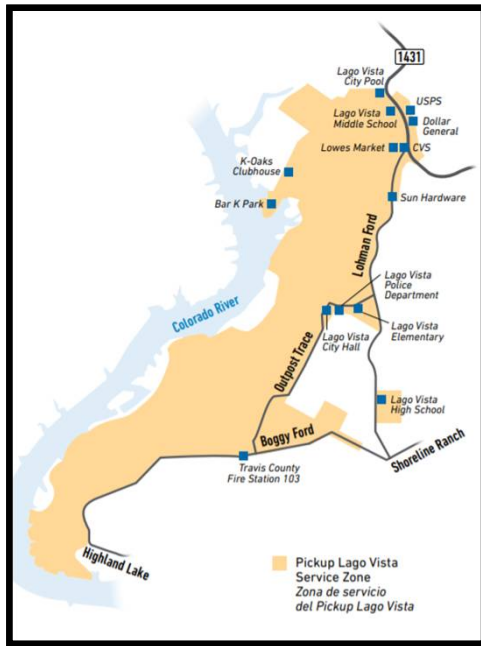


EAST ATX

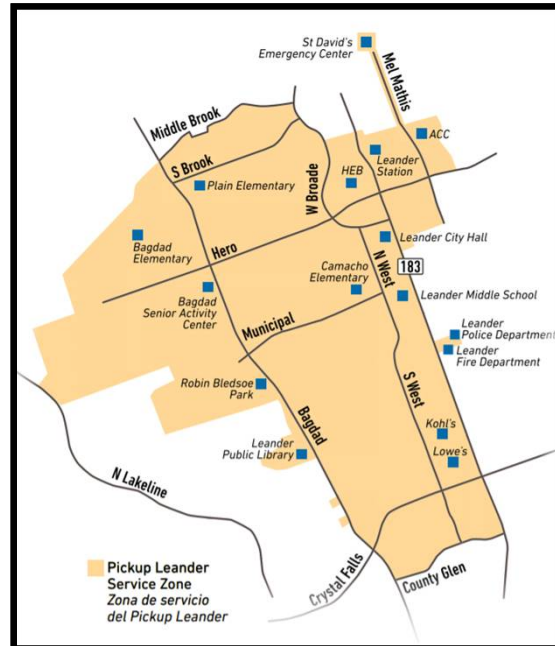


NORTHEAST ATX

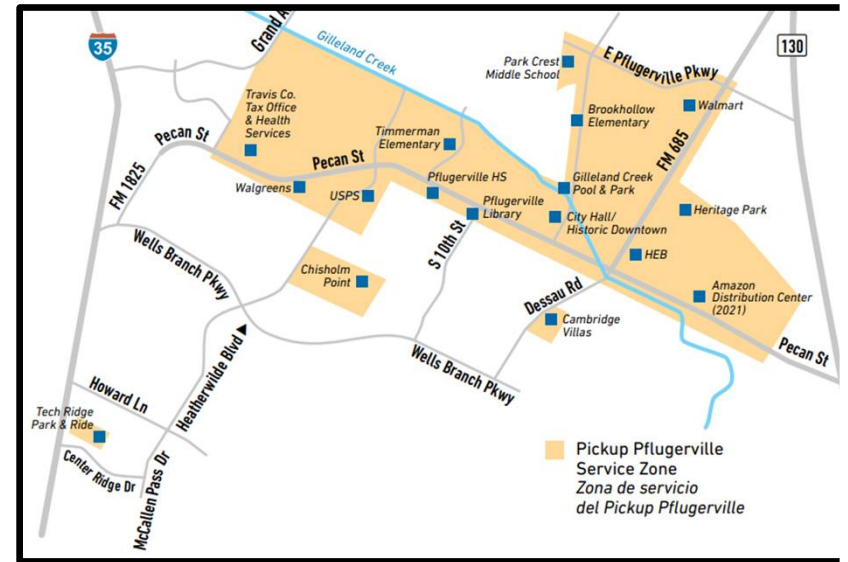
Appendix: Current Pickup Zones



LAGO VISTA



LEANDER



PFLUGERVILLE

Capital Metropolitan Transportation Authority MEETING DATE: 04/26/2021

Board of Directors

(ID # 4843)

**Project Connect Integrated Financial Model
Update**

TITLE: Project Connect Program Update and Review of the Integrated Financial Model

Project Connect Program Update

Sharmila Mukherjee, EVP Planning & Development

April 26 Board Meeting



Program Updates: Red Line

- **McKalla Station**
 - Informational project webpage launched for McKalla Station <https://capmetro.org/project-connect/system-plan/red-line/>
 - Schematic design and Environmental Review Process underway
 - Agreement with Austin FC is nearly complete
- **Broadmoor Station**
 - Ongoing coordination with station neighbors regarding drainage and construction easements
- **Lakeline-to-Leander Siding –**
 - 100% design is complete. Procurement for the next phase continues to be developed
- **Operational/Safety -**
 - Red Line Optimization Plan is underway
 - Coordination with City of Austin Urban Trail continues



Program Updates: MetroRapid & Pick-Up Service

Metro Rapid (Expo and Pleasant Valley)

- Completed 30% design
- CapMetro and the City of Austin Transportation Department jointly reviewing the 30% design
- Preparing scope of work for 100% design consultant
- Reviewing electric vehicle charging locations
- Progressed FTA Small Starts Readiness Documents
- Continued station location and guideway improvement coordination with the City Corridor Program Office
- Making contact with potential property owners for acquisition of charging locations

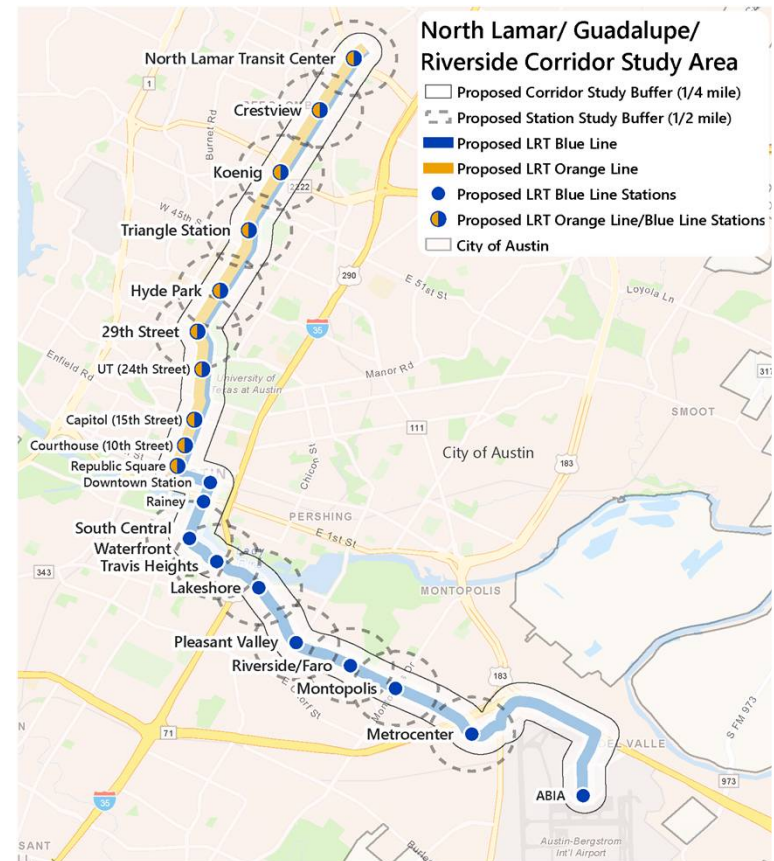
Neighborhood Circulators

- Selection and Evaluation Guidelines for Cap Metro Service Area Zones in preparation
- Public outreach plan under development for the next 3 Pickup zones that are scheduled for early Summer release
- Public performance dashboard of operational metrics scheduled for Summer release
- New Pflugerville (Out of Service) Zone is launching this week.



Equitable Transit Oriented Development (ETOD)

- FTA Awarded Capital Metro **\$900k** for the Pilot Program for TOD Planning; Included in CAMPO Unified Planning Work Program
 - Focus on the 12-mile North Lamar/Guadalupe/Riverside Corridor with **13 stations along the Blue Line and Orange Line**
 - Emphasis on defining ETOD opportunities through **equity framework** and **meaningful public participation**, especially in communities at high risk for displacement
- Presented at City Council Mobility Committee
- Coordinated with City of Austin Housing and Planning, Equity Office, Transportation Department, and Austin Transit Partnership



Program Updates: Customer Technology

- Rollout of account-based fare card system, on track for Fall 2021
 - Expanded ability to reload app-based tickets at retailers
 - Equity-driven Fare Capping Pilot complete, fare card system will allow for expanded fare capping program
- Customer technology projects are on-schedule, on-budget

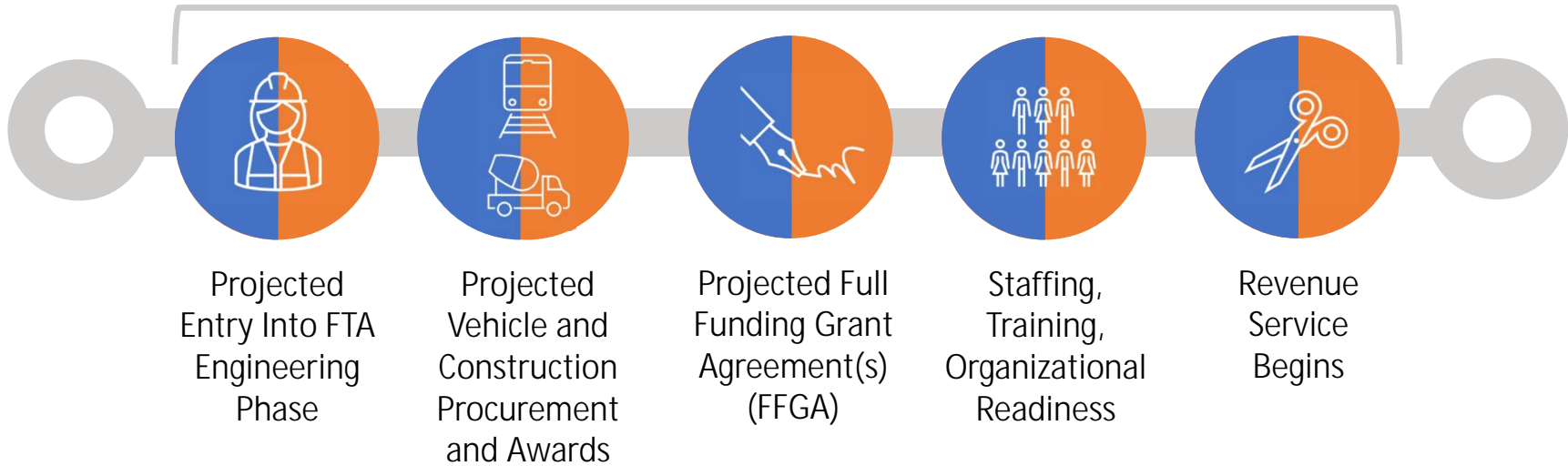


Project Connect MetroRapid Milestones – Expo & Pleasant Valley



Orange & Blue Line Key Milestones (2023 – 2029)

2023 – 2029



*All dates assuming federal approval process

Review of Project Connect Financial Model

Presented on April 26, 2021

By Reinet Marneweck, EVP & CFO



Adopted Sequence Plan

Years based on federal NE and funding approvals



LIGHT RAIL

Orange Line (LRT)

Blue Line (LRT)



METRORAIL

Red Line (Commuter Rail)

Green Line (Commuter Rail)



METRORAPID

Phase I

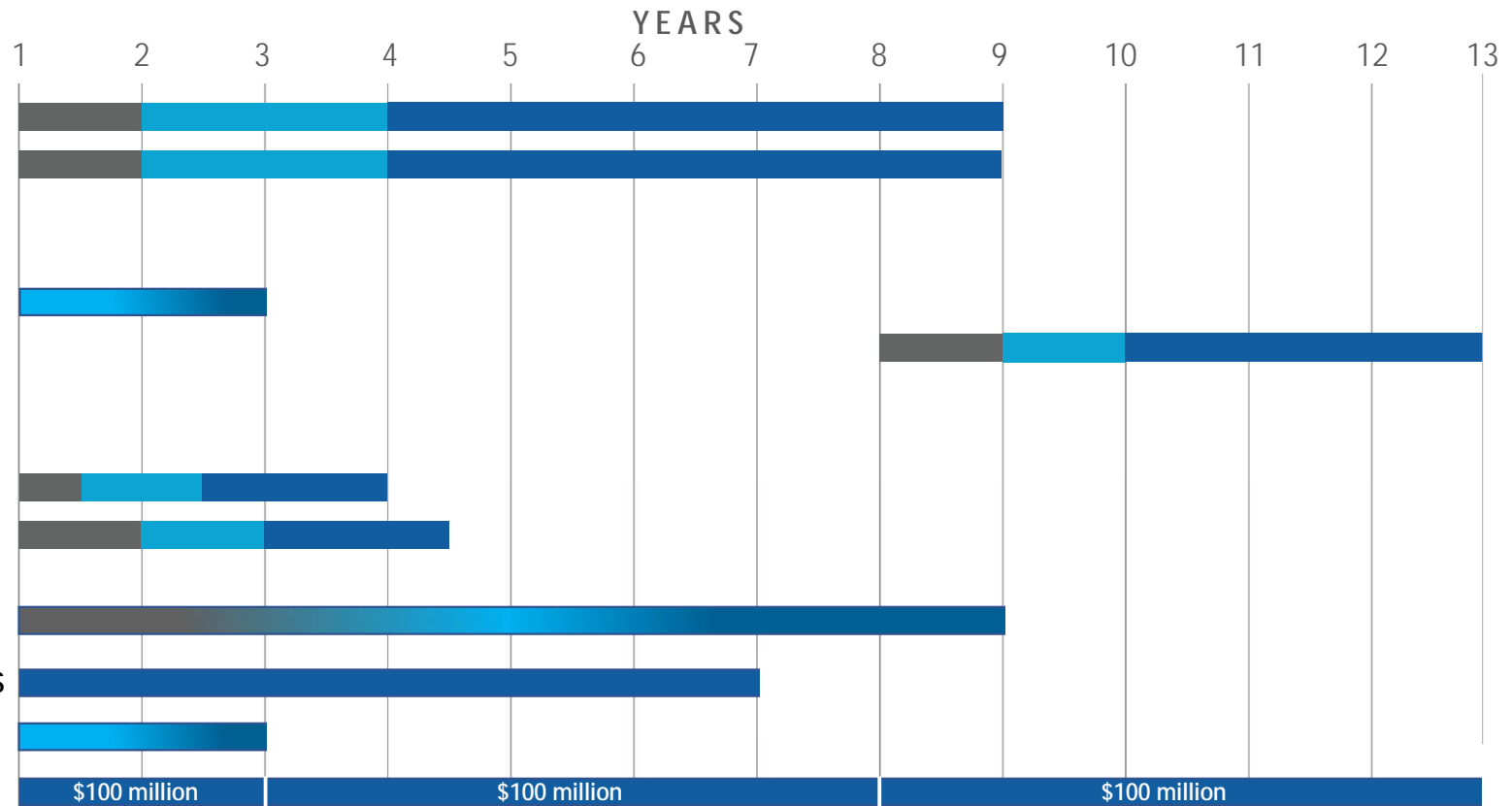
Gold Line (Complete NEPA)

METROEXPRESS & PARK AND RIDES

METROBUS & METROACCESS

CUSTOMER TECH SYSTEMS

ANTI-DISPLACEMENT



■ NEPA / Preliminary Engineering

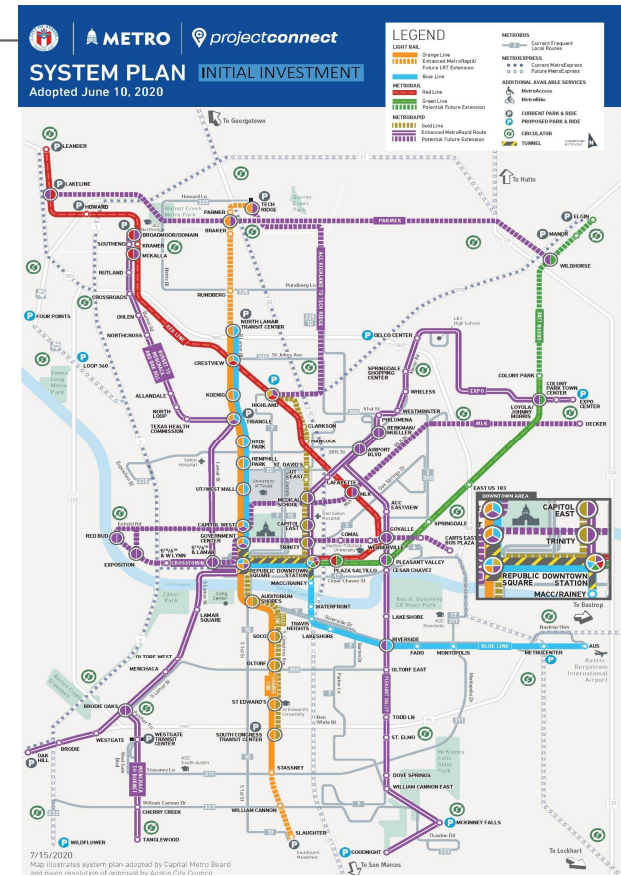
■ Final Design / Procurement

■ Construction / Commissioning



Conceptual Program Capital Costs

Project Connect Program Components	Cost
Orange Line – NLTC to Stassney Phase 1 (LRT), Enhanced MetroRapid	\$2.5B
Blue Line – Riverside Corridor (LRT)	\$1.3B
Gold Line – MetroRapid, NEPA completion for LRT	\$50M
Downtown Tunnel (Orange, Blue Lines)	\$2.0B
MetroRapid – Expo, Pleasant Valley, Burnet to Menchaca/Oak Hill	\$120M
Green Line to Colony Park – NEPA, Final Design, Construction	\$370M
Red Line Improvements	\$25M
MetroExpress, Park & Rides, Transit Centers (3 New Routes, 9 P&R, 1 TC)	\$60M
Neighborhood Circulators (15 New Zones / Vehicles)	\$1.5M
Maintenance Facility Improvements	\$300M
Customer Technology Systems	\$30M
Transit Supportive Investments	\$300M
TOTAL	\$7.1B
45% Federal	\$3.195B
Initial Package Local Commitment	\$3.905B



Integrated Financial Model

- PFM developed an integrated financial model
 - Utilized to create a long-term funding and financial plan for Project Connect
 - Collaborative effort with the City, Capital Metro and HDR
- Cash flow requirements for entire Project Connect Program
 - Proposition A Tax Revenue, Capital Metro funds, Federal grant revenues
 - Initial large outlays of capital expenditures funded with revenue ("PayGo"), revenue bonds, federal loans during construction
 - Operations begin in 2023 and scale up as projects are completed
 - Future vehicle replacements
 - Debt service on revenue bonds
- Federal Transit Agency (FTA) compliant model

Funding Sequence

- Project Connect implementation sequence plan
 - Complex program of multiple projects
- Foundation for the Contract with the Voters
- Conceptual project estimates – will refine in coming years
 - 30% design
 - Final design
 - Procurement for construction
- Anti-displacement strategies
 - Initially \$300M evenly distributed over 13 years at \$23M per year
 - Revised plan to provide \$100M in the first 3 years

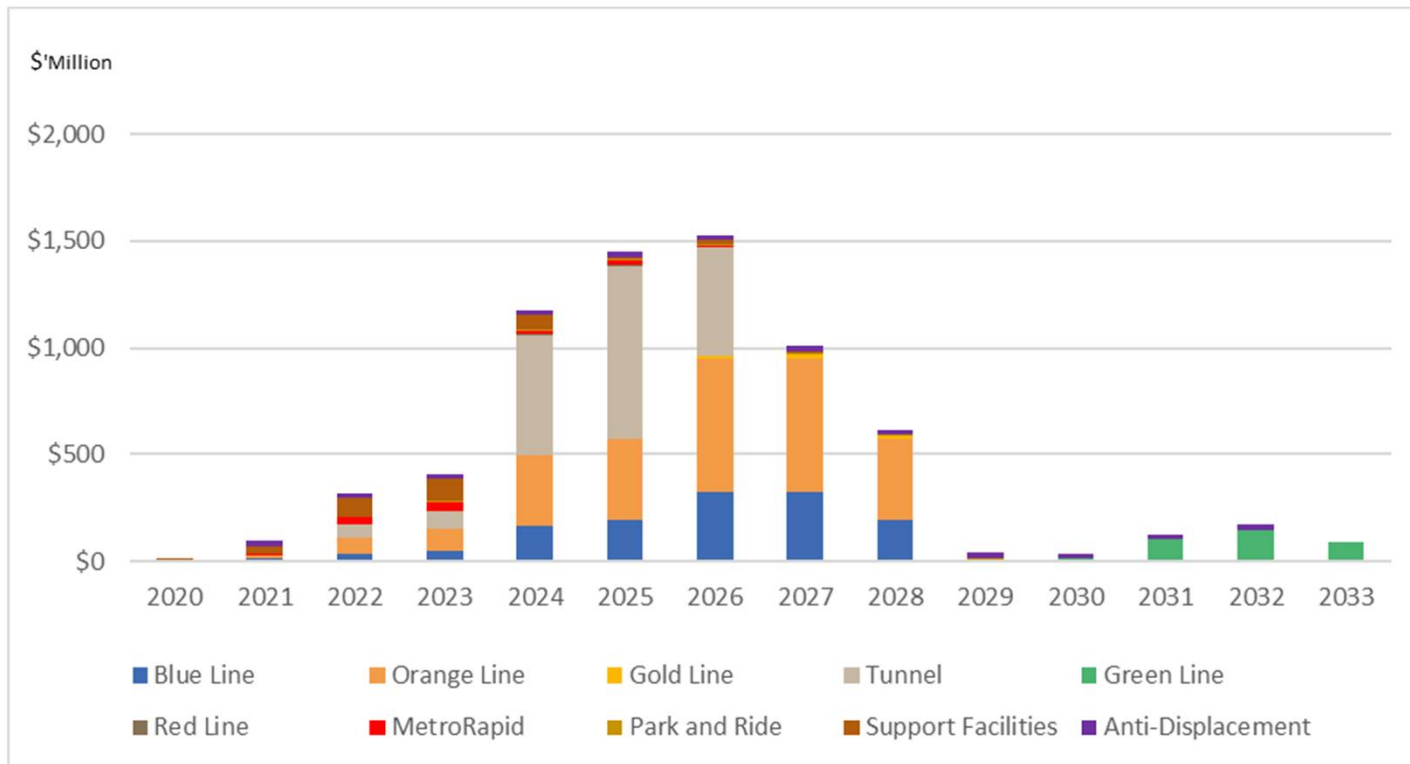
Financial Optimization Plan

Tax rate optimized and sized to cover both capital and O&M

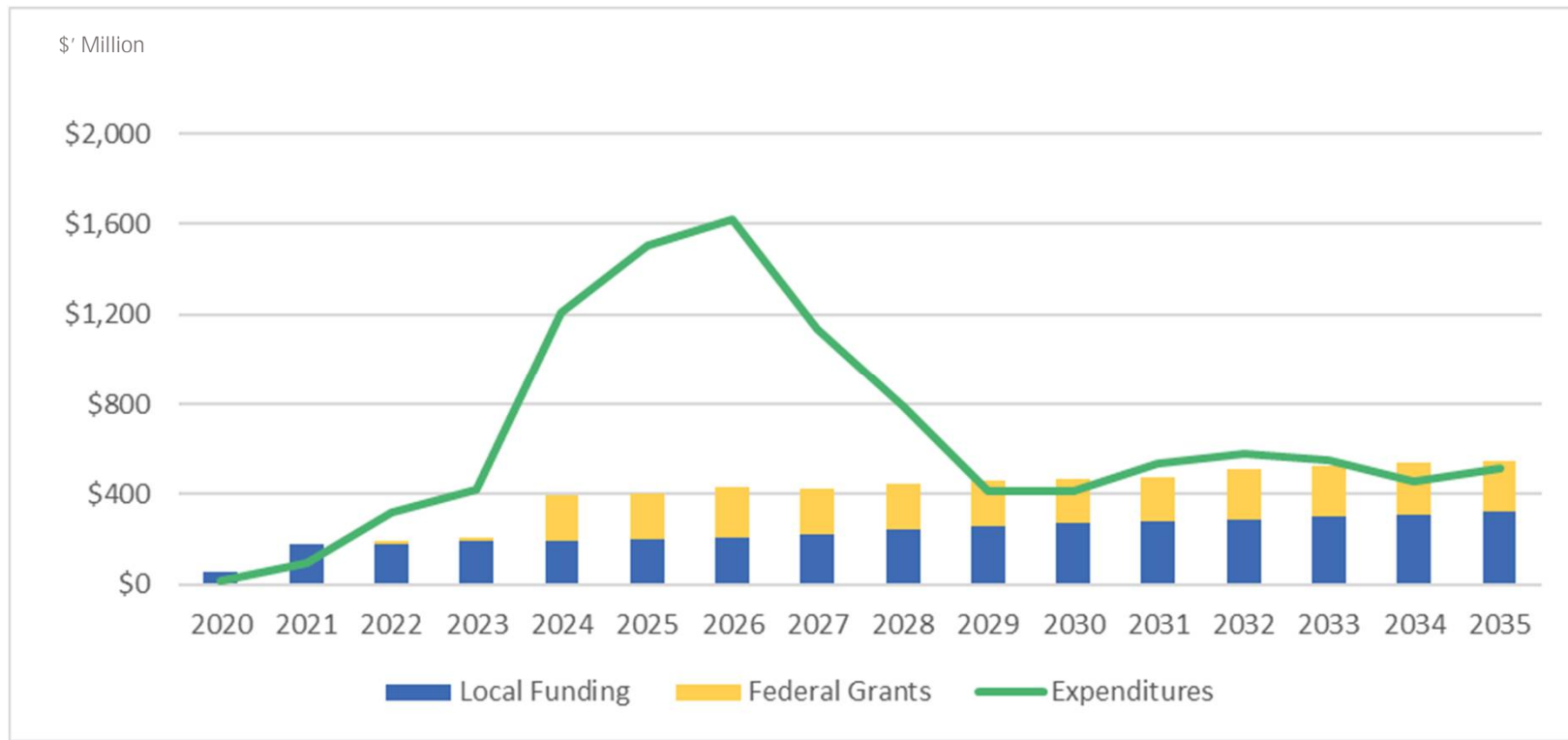
Capital

- Local funding and grant receipts significant “PayGo” funding for construction
 - This use of “PayGo” funding reduces amount of debt, and thus reduces overall cost of program
- Long-term financing
 - A mix of revenue bonds and low interest federal loans will be used
 - Repaid by ongoing local revenues and federal grant money after operations begin

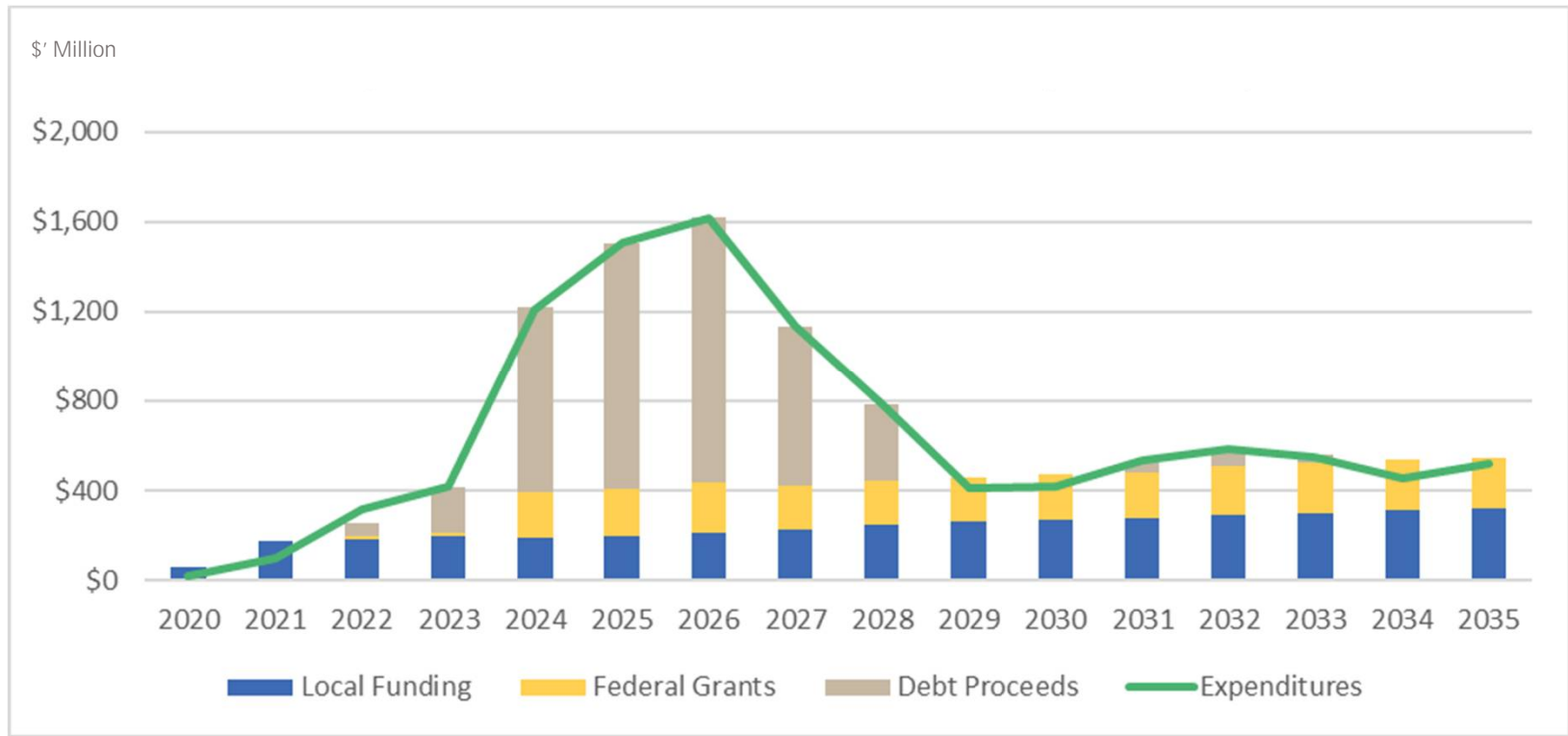
Conceptual Program Capital Costs



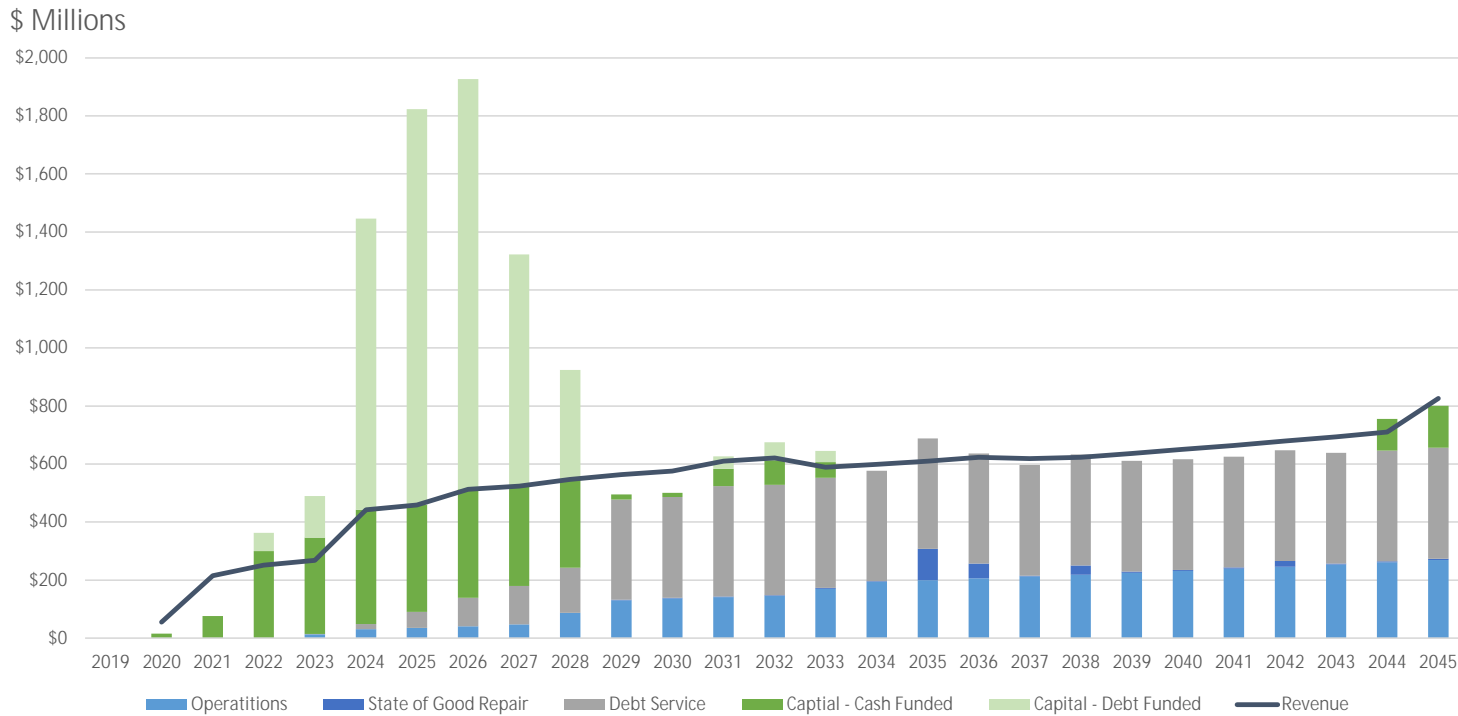
Program Expenditures and Revenues



Program Expenditures, Revenues and Debt



Balanced Model Results





METRO

THANK YOU!