



Agenda

Capital Metropolitan Transportation Authority

Board of Directors

2910 East 5th Street
Austin, TX 78702

Friday, December 17, 2021

12:00 PM

**2910 East 5th Street, Austin, TX
78702**

This meeting will be livestreamed at <http://www.capmetrotx.legistar.com>

Items marked with an * have been revised.

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

V. Consent Items

1. Approval of minutes from the November 22, 2021 board meeting.
2. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Blank Rome Government Relations, LLC for Federal Government Legislative services for a base period of one (1) year with four (4) one-year options for a total not to exceed amount of \$1,087,400.

VI. Action Items:

- *1. Approval of a resolution appointing Kathryn Kalinowski, Ru'Kaiel Johnson, Lauren Taylor, Meme Styles, Stephen Foster, _____, Adam Powell, Brent Payne, and Leslie York to the Public Safety Advisory Committee.

2. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with California Creative Solutions for a Data Warehouse and Business Intelligence (DWBI) system and implementation services for a base period of two (2) years with eight (8) one-year option periods and 20% contingency in an amount not to exceed \$8,795,938.
3. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Presidio Networked Solutions Group for Cisco Smartnet support for one (1) year in an amount not to exceed \$232,673.
4. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with CDW Government, LLC. to acquire workstation technology in an amount not to exceed \$599,825.
5. Approval of a resolution authorizing the President & CEO, or his designee, to modify contract #200164 with Verizon for an additional \$500,000 to address expanded needs for a total new contract amount not to exceed \$3,350,878.
6. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a one (1) year contract with Bytemark, Inc. with four (4) one-year options for onboard fare validator expansion in an amount not to exceed \$2,501,483.
7. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Silsbee Ford Inc. to purchase ten (10) Ford Explorer Hybrid Vehicles for the Capital Metro Public Safety Department in an amount not to exceed \$425,744.
8. Approval of a resolution confirming the evaluation rating for Fiscal Year 2021 for President & CEO Randy Clarke as _____, and that the Board approves the adjustment of base pay to \$_____ and a performance achievement bonus of \$_____. The increases are awarded retroactively to October 3, 2021 in accordance with the Employment Agreement.

VII. Discussion Items:

1. Customer Satisfaction Survey

VIII. Reports:

1. President & CEO Report

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

Section 551.076 for Deliberations Regarding Security Devices or Security Audits

Section 551.074 for Personnel Matters related to the annual performance review for the President and 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.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-189

Agenda Date: 12/17/2021

Customer Service Advisory Committee (CSAC)

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee

Wednesday, December 8th, 2021

6:00PM – 7:30 PM

Attendees

Committee Members: David Foster, Ruven Brooks, Diana Wheeler, Alexander Cupid, Tony Lynch, Taylor Ephraim, Fangda Lu

CapMetro Staff: Edna Parra, Anna Lan, Tevin Lionel, Chad Ballentine

6:00 PM

Welcome / Introductions / Call to Order

Co-Chair Paul Hunt

Public Communications

Ruven Brooks: Is there an issue with uploading Agendas to the website?

Edna Parra: We've had technical difficulties uploading the agendas, but Tevin and I are diligently working on it.

Fangda Lu: Bus 661 has had a lot of service disruptions. Is there anything specific that's happening with this service line

Edna Parra: Will get with operations for an update on service in the UT Shuttle 661

David Foster: I attended the CapMetro workshop this afternoon. They were focused on the stops adjacent to UT. There will be a meeting next month, where they will be discussing the potentially demolished properties. Many people who are being affected say that they didn't know that their properties and business would be potentially demolished. I wish CapMetro would do a more robust job in communicating with the property owners and business owners.

Taylor Ephraim: A lot of the communication that has been done, has been relayed to the landlords of the properties. Not the inhabitants who physically occupy the space.

Approval of the minutes

Equitable Transit-Oriented Development

Anna Lan; Principal Planner

ETOD Corridor Study Area

- 13 stations included in \$900K FTA grant to Capital Metro
- Study area subject to change to include more Project Connect stations

Shift Towards Transit Investment

Population Forecast:

- 2019 – 2 million inhabitants
- 2040 – 4 million inhabitants

How Do We Define ETOD | Challenges of Traditional ETOD

While Project Connect and TOD investments will generate significant benefits for Austin, they may exacerbate current displacement trends without concurrent efforts to ensure equitable growth.

Traditional TOD Returns

- Transit investments connect residents & business to jobs and housing.
- TOD attracts private investment in walkable mixed-use development.

Traditional TOD Externalities

- Rent growth displaces residents that would benefit most from transit.
- Rising rent & declining customer bases drive out local businesses.

ETOD Study Elements

- Continuous community engagement
- Case study research of other ETOD policies & projects
- Analysis of existing conditions and trends in the study area
- Policy recommendations that address community priorities
- Station area vision plans for six key stations
- Update the Capital Metro TOD Priority Tool to include ETOD recommendations

Community Connectors

- 10 paid positions from historically underserved neighborhoods

- Training and support provided
- Mobilize to raise project awareness, obtain feedback

David Foster: There are various focus groups that could be consulted on ETOD. Communities of Color United, People United for Mobility Action (PUMA), Building & Strengthening Tenant Action (BASTA), Go Austin / Vamos Austin! (GAVA)

Anna Lan: Those are definitely groups we can contact to better serve the community. We might already be working with them, we are working with a consultant, Sebastian Quinn Day, who's very experienced locally with community engagement

Pickup Update

Chad Ballentine, VP, Demand Response & Innovative Mobility

We are implementing a dashboard so that the public can see how well the Pick-Up service is doing so they can visualize what it does for the community.

Chad then explains the metrics being measured in the dashboard and its data. People can look at all zones or just their zones and all the data points that can be explored.

Zones are scored based on Community Characteristics, Service Quality Characteristics and Sustainability Characteristics. With a total possible score of 90.

- 90-60: Good Performance
- 41-59: Improvement Needed
- < 40: Service is slated for cancellation

Taylor Ephraim: When will [the dashboard] go live?

Tony Lynch: We ran into some data security issues that'll have to be resolved before moving forward. If all goes well, we're pushing for a week or two release date.

Fangda Lu: Can we have one more indicated for the number of vehicles put on the survey, so we can calculate customer per vehicle, to get an idea of the utilization rate?

Chad Ballentine: Customers/hr is calculated by dividing the number of vehicles and resources on the grid. But overall, we don't really use that metric

2022 Final Access Committee Work Plan

Edna Parra; Community Engagement & Outreach Manager

Edna Parra displays the 2022 Access Committee Work Plan

Officer Elections

Co-Chair Ephraim Taylor

Postponed for next month in hopes of meeting a quorum.

Next Meeting on January 12th, 2022



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-190

Agenda Date: 12/17/2021

Access Advisory Committee

Capital Metropolitan Transportation Authority

Access Advisory Committee

Wednesday, December 1st, 2021

5:30 PM – 7:30 PM

Attendees

Committee Members: Glenda Born, John McNabb, Mike Gorse, Otmar Foehner, Pual Hunt, Raul Vela, Audrey Diaz

CapMetro Staff: Tevin Lionel, Chad Ballentine, Suzie Edrington, Jacqueline Evans, Martin Kareithi, Anna Lan, Tony Lynch, Edna Parra, Christopher Westbrook

5:30 PM

Welcome / Introductions / Call to Order

Co-Chair Paul Hunt

Public Communications

Audrey Diaz: I noticed when I call Where's my Ride, there is a lengthy pre-recording and when it's late at night, it's a little frightening to have to listen to the recording while exposed to the elements.

Chad Ballentine: Julie and I can investigate the recording and see how best we can get you connected to the purpose of your call quicker.

Approval of the minutes

Equitable Transit-Oriented Development

Anna Lan; Principal Planner

ETOD Corridor Study Area

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ETOD Study Elements

- Continuous community engagement
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Community Connectors

- 10 paid positions from historically underserved neighborhoods
- Training and support provided
- Mobilize to raise project awareness, obtain feedback

Audrey Diaz: A 15-minute walk may sound ok for an able-bodied person, but for me, it's a challenge walking for 5 minutes. There are facets of the transit system that don't work for individuals with disabilities.

Anna Lan: This is meant to supplement the transit corridors; we are still learning how we need to best serve the people of Austin. MetroAccess is not going anywhere and will continue to serve people who are too disabled to use main line service. ETOD is a steppingstone to be used to further expand the transit system, to get the public aware of how building transit use into the design of neighborhoods is beneficial to all those that are able to use the service. Though it is not all encompassing across the city of Austin, Development rarely is and must be done in phases. Some people will not see the immediate benefit, but that does not negate the continued push for ETOD.

Chad Ballentine: The MetroAccess is meant as a safety net for the mainline service. The mainline service is for most users using public transportation with MetroAccess as the backup to get people who are disabled where they need to go. They work together to create an equitable transit system. Austin has a long way to go before achieving a totally accessible transit system, but we continue to work on that and also a system that works for everyone.

Glenda Born: How is this plan addressing existing neighborhoods, that don't have access to transportation.

Anna Lan: There will continue to be more development with the transit system, but in regards of the ETOD plans, these are more focused on neighborhoods that we can act on with immediacy. The new stations will be interconnected with the rest of the system so they will continue to serve all of Austin, while also helping specific neighborhoods where the plans can be enacted right away.

Pickup Update

Chad Ballentine, VP, Demand Response & Innovative Mobility

We are implementing a dashboard so that the public can see how well the Pick-Up service is doing so they can visualize what it does for the community.

Chad then explains the metrics being measured in the dashboard and its data. People can look at all zones or just their zones and all the data points that can be explored.

2022 Final Access Committee Work Plan

Edna Parra; Community Engagement & Outreach Manager

The Team worked on the Work Plan for 2022

Access Nomination for the Project Connect Customer Advisory Committee (CAC) and the Diversity, Equity and Inclusion (DEI) Committee

Otmar Foehner, Access Committee Member - for CAC reference

Edna Parra, Committee Staff Liaison – for details on DEI and CAC

The committee discussed the details about both committees – time commitment, requirements of each committee, in-person, or hybrid, and the details of the other committees from CAC.

Audrey Diaz let us know that she did not feel like the DEI committee was listening to her from an accessibility standpoint.

Jaqueline Evans proposed meeting in a separate meeting to hear her concerns and to continue the conversation.

Glenda Born: Are the meetings teleconference or in-person?

Jacqueline Evans: It would be a hybrid. With in-person happening in 2021.

Otmar Foehner gave an overview of his experience in the CAC committee.

It was decided that Mike Gorse would sit on the DEI Advisory Group, and Glenda Born would be the backup member.

For CAC, Paul Hunt is considering being the representative, and will decide after consulting with Jackie Nirenberg

Officer Elections

Co-Chair Paul Hunt

Nominations for Chair – Paul Hunt; committee voted and nominated Paul Hunt to serve as the committee chair for year 2021

Nominations for Vice Chair – Estrella Barrera; the committee will wait for the next meeting since Estrella was not present at the meeting. They will check in with her and see if she's interested in the position and then vote

Secretary Nominations – Mike Gorse; committee voted and

Next Meeting on January 5th, 2022



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-295

Agenda Date: 12/17/2021

Approval of minutes from the November 22, 2021 board meeting.



Minutes
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

I. Call to Order

12:14 p.m Meeting Called to Order

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

II. Public Comment:

Brent Payne from the Amalgamated Transit Union provided comments.

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

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

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

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.

A motion was made by Secretary of the Board Stratton, seconded by Board Member Pool, that this 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 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.

A motion was made by Secretary of the Board Stratton, 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 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.

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

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

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.

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

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

- 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.

A motion was made by Secretary of the Board Stratton, seconded by Board Member Renteria, that this Resolution be adopted. The motion carried by the following vote:

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

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:

3:08 p.m. Into Executive Session

4:05 p.m. Out of Executive Session

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

X. Items for Future Discussion:

XI. Adjournment

4:05 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.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-229

Agenda Date: 12/17/2021

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Blank Rome Government Relations, LLC for Federal Government Legislative services for a base period of one (1) year with four (4) one-year options for a total not to exceed amount of \$1,087,400.

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 Federal Legislative Consultant supports Capital Metro to advance our federal agenda and advises Capital Metro in federal legislative matters through continuous improvements in how we deliver on the value of transit for both Capital Metro and Project Connect. A key objective is ensuring our consultant will aid in developing and building on existing and developing new partnerships; specifically, through maintaining productive relationships with the Central Texas delegation and transit supportive agency leaders.

BUSINESS CASE: Capital Metro seeks to procure professional services to assist with federal government legislative activities. Advocacy through our Federal Legislative consultant should lead to the improvement of the Authority's communication with internal and external stakeholders, improved financial health, and

demonstrated value of public transit, as well as assisting Capital Metro in developing successful funding applications.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Finance, Audit and Administration Committee on December 8, 2021.

EXECUTIVE SUMMARY: As a recipient of Federal funds to construct, operate and maintain transit services including the operations of a short-line railroad, Capital Metro complies with Federal Regulations and interacts on a regular basis with many federal agencies, including but not limited to the Federal Railroad Administration, the Federal Transit Administration, the Department of Labor, the Office of Management and Budget, and the Environmental Protection Agency. The Infrastructure Investment and Jobs Act (IIJA), recently signed into law, enhances Capital Metro's opportunities for greater federal financial support and as a result, procurement of professional services to assist Capital Metro with federal government legislative activities is critical in receiving the greatest opportunities under the IIJA.

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: Click or tap here to enter text.

On August 27, 2021, a Request for Proposals was issued and formally advertised. By the closing date of September 27, 2021, six (6) 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, which shall include:
 - Extensive knowledge and experience as a federal legislative consultant is desired for the lead or project manager;
 - Experienced staff that has demonstrated success in securing federal funds, advancing federal policies that promote and protect the interests of their clients, and assisting clients with appropriation and authorization requests;
 - Knowledge about a diversity of federal financial opportunities including but not limited to traditional and non-traditional (e.g., non-FTA or non-FRA) grants, Railroad Rehabilitation & Improvement Financing (RRIF) Program and Transportation infrastructure Finance and Innovation Act (TIFIA) program loans, and toll or tax credits;
 - Experience in establishing mutually beneficial relationships and networks with public and private entities to achieve common goals, and
 - Firm shall include at least one licensed attorney in the Washington, DC area with experience in

interpreting and drafting federal transit-related legislation.

- (2) The proposed staff shall have extensive knowledge and experience in bus, passenger rail, freight rail, and general transportation issues at the federal level, which shall include:
- Experience with DOT and its programs, regulations, and process, more specifically with the FTA and the FRA, and public transportation freight and passenger railroad programs and regulations, and
 - Extensive knowledge and experience in federal policy and political issues affecting the public transportation and freight and passenger railroad industry.
- (3) 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.
- (4) The qualifications of the Project Team members, which shall include:
- Consultant shall appoint bipartisan staff with access to key Members and Congressional staff, and;
 - Consultant shall maintain Washington, DC office/presence.

During the initial evaluation process, proposers rated less than Excellent were eliminated from further review. After a thorough discussion between the evaluation committee team members, the team came to the unanimous consensus to recommend Blank Rome Government Relations LLC for contract award. Pricing was deemed to be fair and reasonable through adequate competition and price/cost analysis, and the firm's proposal received an "Excellent" rating overall.

This is This is a fixed price Contract for the supplies specified. The term of the contract is five years from the Notice to Proceed.

ITEM #	DESCRIPTION	PRICE
1	Total - Base Year	\$ 217,480
2	Total - Option Year 1	\$ 217,480
3	Total - Option Year 2	\$ 217,480
4	Total - Option Year 3	\$ 217,480
5	Total - Option Year 4	\$ 217,480
4	TOTAL BASE AND OPTION PERIODS	\$ 1,087,400

RESPONSIBLE DEPARTMENT: Government Affairs

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2021-229

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to comply with all federal laws and regulations; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to effectively communicate with our congressional delegation, Federal Transit Administration and federal agencies; and

WHEREAS, at the direction of Capital Metro, the services provided under the Contract may be performed on behalf of or in connection with Austin Transit Partnership (ATP), and ATP's program, projects, initiatives, and proposals; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to seek federal funding and participation in the implementation of Project Connect.

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 Blank Rome Government Relations, LLC for Federal Government Legislative services for a base period of one (1) year with four (4) one-year options for a total not to exceed amount of \$1,087,400.

Date: _____

**Secretary of the Board
Eric Stratton**



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-302

Agenda Date: 12/17/2021

SUBJECT:

Approval of a resolution appointing Kathryn Kalinowski, Ru’Kaiel Johnson, Lauren Taylor, Meme Styles, Stephen Foster, _____, Adam Powell, Brent Payne, and Leslie York to the Public Safety Advisory Committee.

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: The Public Safety Advisory Committee is intended to guide the CapMetro Board and staff regarding CapMetro’s comprehensive approach to public safety. The committee will help advise on policy, procedures, metrics, etc., to ensure alignment with the Agency’s mission and goals, and community values.

BUSINESS CASE: The CapMetro Board authorized the creation of the Public Safety Advisory Committee via Board Resolution AI-2021-117, and approved the advisory committee charter via Board Resolution AI-2021-224. Creation of the advisory committee and appointment of members is necessary to continue making progress on CapMetro’s comprehensive public safety program, in alignment with what staff have communicated to the Board, the community and identified stakeholders.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on December 17, 2021

EXECUTIVE SUMMARY: Upon Board approval of Resolution AI-2021-224, approving the advisory committee charter, staff initiated an application for members of the community to apply for the Public Safety Advisory Committee. The application was shared widely through social media, a website, news media, stakeholder lists, etc., and 30 applications were received between November 3 and December 5, 2021. According to the committee charter, each Board Member shall nominate one member to serve on the committee, and the eight people nominated by individual Board Members shall be approved by the entire Board. Beginning on December 6, staff coordinated with the Board Members to identify who they would each like to nominate.

The Board Member nominees are as follows:

- Board Chair Cooper: Kathryn Kalinowski
- Board Vice Chair Travillion: Ru’Kaiel Johnson
- Board Member Mitchell: Lauren Taylor
- Board Member Kitchen: Meme Styles
- Board Member Stratton: Stephen Foster
- Board Member Renteria: *pending*
- Board Member Pool: Adam Powell
- Board Member Ross: Christian Shelmire

Additionally, staff worked with the Amalgamated Transit Union (ATU) and law enforcement community to identify representatives to serve in the two standing seats on the committee. According to the charter, these two seats shall be recommended by the President & CEO and confirmed by the Board.

- ATU representative: Brent Payne, President, Local 1091 - ATU
- Retired law enforcement representative: Leslie York, Director of Campus Safety, Huston-Tillotson University

Should the Board approve these appointments, the first meeting of the advisory committee will be held in January 2022 on a date to be determined with the members. The advisory committee shall meet at least quarterly thereafter.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Community Engagement

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2021-302

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro are committed to successful and meaningful public involvement; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors approved the creation of the Public Safety Advisory Committee in August 2021, and approved the advisory committee charter in October 2021 in order to provide community input to staff and the Board on all aspects of CapMetro’s Public Safety program; and

WHEREAS, the advisory committee is new and in need of eight Board-nominated members, and two standing members recommended by the President & CEO and confirmed by the Board.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the following people are named to the Public Safety Advisory Committee:

Kathryn Kalinowski to serve a term concurrent with the term of Chair Wade Cooper.

Ru’Kaiel Johnson to serve a term concurrent with the term of Vice Chair Jeffrey Travillion.

Lauren Taylor to serve a term concurrent with the term of Board Member Terry Mitchell.

Meme Styles to serve a term concurrent with the term of Board Member Ann Kitchen.

_____ to serve a term concurrent with the term of Board Member Sabino “Pio” Renteria. Stephen Foster to serve a term concurrent with the term of Board Member Eric Stratton. Adam Powell to serve a term concurrent with the term of Board Member Leslie Pool.

Christian Shelmire to serve a term concurrent with the term of Board Member Becki Ross.

BE IT FURTHER RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors also confirms the appointment of Brent Payne to the seat dedicated to the Amalgamated Transit Union, and Leslie York to the seat dedicated to a retired law enforcement representative.

Secretary of the Board
Eric Stratton

Date: _____



CapMetro Public Safety Advisory Committee

Applications received by December 5, 2021

SUMMARY OF APPLICANT POOL

Total Applicants: 30

Gender

Male: 18 (60%)

Female: 12 (40%)

Ethnicity

Black: 9 (30%)

White: 15 (50%)

Hispanic or Latino: 5 (17%)

Asian: 1 (3%)

Zip Codes Represented

78610	78660	78713	78745
78741	78702	78752	78704
78753	78737	78642	78664
78749	78701	78723	78748
78748	78757	78756	

Cities Represented

Austin

Buda

Liberty Hill

Manor

Pflugerville

Round Rock

Customer Status

Current Customer: 12 (40%)

Not Currently a Customer: 3 (10%)

No Response/Previous Customer/Unclear: 12 (40%)

Operator: 3 (10%)

NOTE: demographic information based on self-reported data provided by applicants

Name Ru’Kaiel Johnson
Gender Female
City Austin
Zip Code 78745
Ethnicity Black

Describe any qualifications or expertise that relate to your interest in serving on an advisory committee.

I am a Patient Advocate who primarily serves the Veteran and Mental Health communities. I am also a Board of Directors member for the Austin Area Mental Health Consumers. I am grateful to be a member of the Austin Clubhouse and the Self Help and Advocacy Center (S.H.A.C.). I have been a Care Giver since the age of 8 and have been paid for my services since the age of 19 years.

Describe your experience with transit in general or specifically with Capital Metro services.

I am a Visually Impaired client of Capital Metro. I learned how to navigate the public transit system by attending Cris Cole Rehabilitation Center for the Blind. I have been well-informed by the bus operators in regard to reaching or nearing my stop.

Name Meme Styles
Gender Female
City Pflugerville
Zip Code 78660
Ethnicity Black

Describe any qualifications or expertise that relate to your interest in serving on an advisory committee.

My interest in serving on the Board of CapMetro are directly aligned with the qualifications and expertise that I'd bring to the board. In 2015, I founded MEASURE when I challenged the Austin Police Department to "show me the numbers" they were using to report the results of agency performance measures. Realizing the disconnect between the department's big data reporting and the community, I was prompted to create a methodology to measure community policing. Today the organization has grown to not only address community policing but health, education and economic disparities. MEASURE works to empower people impacted by data disparities and the accompanying narrative. When used strategically, data provides a common language upon which community members can meet and increase their knowledge about the causes and work together to create equitable change and increased awareness. MEASURE has been an active participant in work to address disproportionate outcomes in the Travis County child welfare systems. Through the launch of the Innocence Initiative, the organization is working to address adultification bias, and through the Travis County Girl Squad mentorship program for Black girls, the organization provides direct support to Black girls that are or have been impacted by child welfare systems.

My hope is to be able to advance the work of protecting people targeted by oppressive systems through training, policy change and community engagement.

Describe your experience with transit in general or specifically with Capital Metro services.

I do not have a history with transit nor with Capital Metro serviced other than providing my expertise on Evidence Based Policing and hiring expectations for the organization.

Name Adam Powell
Gender Male
City Austin
Zip Code 78757
Ethnicity Black

Describe any qualifications or expertise that relate to your interest in serving on an advisory committee.

Community Organizing/Engagement: As a an undergraduate at Texas Christian University (TCU) I successfully co-founded the university's first black studies program as well as its first race and ethnic studies program through persistent community engagement. After that, I continued to cultivate my organizing experience as an organizer of higher education union campaigns for Service Employees International Union, first as an Organizer in Training and then as an External Organizer in Boston, Massachusetts. Improving and Iterating on Large-scale Systems: I currently work as a state employee for the Texas Education Agency, which oversees primary and secondary education for Texas' 5.5 million public schools students. In this role I've been able to contribute to the improvement and iteration of massive systems, giving me vital context on the complexities of that work.

Recruitment/HR: I worked as a recruiter for 3+ years, also developing a strong understanding of HR best practices. If any of PSAC's work involves hiring, retention, and talent development I'd be well informed to advise on that.

Describe your experience with transit in general or specifically with Capital Metro services.

I was raised in Leander, and I distinctly remember how important the MetroRail connecting our community to Austin was. I remember my parents watching local news with specific attention to updates on the project, while discussing how useful it would be to the area. Though I only lived in Leander for 2 years after its launch in 2010, I viewed the MetroRail station down the street from my house the same way I viewed 183A: as a clear confirmation that my community was truly connected to and valued by the city of Austin. I ultimately decided to return to live in Austin proper in 2017 because of that connection from my formative years. Now that we're on the precipice of the largest expansion of Austin's public transit yet, I want everyone served by Capitol Metro to feel that same connectedness that I felt as a teenager in Leander. I want every Austinite to have the opportunity to have a safe and risk-free option to get to work, buy food, and recreate without a car. This reality can't come to pass without a strong Public Safety program, and I would be excited to contribute to that future. To answer the question more directly, I do not have any formal or professional experience with transit. That said, I've always considered transit to be critically important to any community, and I would love to learn more about the subject through this committee.

Name Christian Shelmire
Gender Male
City Austin
Zip Code 78752
Ethnicity Asian

Describe any qualifications or expertise that relate to your interest in serving on an advisory committee.

Besides my personal experiences with public transportation, I have 12+ years as a technology professional used to solving incredibly difficult problems. One of my strong suits is having the ability to remove emotion from a situation and bring a level head to the discussion. That's not to say I lack empathy as I care greatly for those who live on margins. I'm an active member of my church community and have served in many volunteer capacities with organizations around the city including RSTX, Central Texas Food Bank, Mobile Loaves and Fishes, Community First, and The Austin Stone.

I love this city and would love for the opportunity to serve it and bring a unique background and perspective to the table.

Thanks for the consideration!

Describe your experience with transit in general or specifically with Capital Metro services.

I will admit I have limited experience with Cap Metro outside of taking the train from Crestview down to downtown a half dozen times but believe my experience and reliance on public transit in other places more than makes up for that.

I have extensive experience with public transit not only in this country but internationally as well. As a former technology consultant I spent about 80% of the year traveling for work bringing me to different cities including NY, SF, DC, MN, Tokyo, Paris, London, all which have public transportation as a key component of their communities. I would fully leverage this to get around town and explore different parts of the cities. I also lived in Chicago for the better part of 5 years without a vehicle relying solely on public transportation (bus/train) to get around.

Name Stephen Foster
Gender Male
City Liberty Hill
Zip Code 78642
Ethnicity White

Describe any qualifications or expertise that relate to your interest in serving on an advisory committee.

I have a diverse and experienced background in the realm of security, public safety, risk management, and geopolitical analysis. I currently hold the position of Protective Intelligence Analyst with Meta (Facebook) based in Austin, Texas. Previous to that I was employed with Meta as a contractor focus on Investigations.

Previous to my time in Intelligence and Investigation, I held several roles in Security Management, including the Director of Security at the Port of San Francisco and as a Security Manager for a land company in Menlo Park, CA. In addition to my security experience, I served as an EMT and Volunteer Firefighter in both the San Francisco Bay Area and Kane County, Utah.

LinkedIn: <https://www.linkedin.com/in/stephen-f-b55a6884/>

Describe your experience with transit in general or specifically with Capital Metro services.

I am a current and active user of the Capital Metro Rail.

Name Lauren Taylor
Gender Female
City Austin
Zip Code 78723
Ethnicity Black

Describe any qualifications or expertise that relate to your interest in serving on an advisory committee.

I have professional experience with transit in my role as the planning and environmental planning department manager for engineering firm, WSP. In my role, I assist transportation clients, including transit clients, with planning and environmental services, including services related to environmental justice and equity reviews. I am passionate about creating transportation systems that provide vital services to a wide range of users in a manner that balances equity and environmental impacts.

In my role as Vice President of the Conference of Minority Transportation Officials - Austin Chapter, I have had the opportunity to work with a number Capital Metro staff on creating opportunities for knowledge sharing and networking for transportation professionals across the Capital region.

I have provided a cover letter and resume to provide additional details on my experience related to transit.

Describe your experience with transit in general or specifically with Capital Metro services.

My passion for creating transportation systems that are considerate of the multiple dimensions impacted by transportation, including safety, equity, reliability, and environmental stewardship led me to my interest in serving on the advisory committee. I take pride in my professional work as well as in serving my community. The Public Safety Advisory Committee would provide me with the opportunity to blend my professional expertise with my personal call to service. I have expertise in transportation planning, public and stakeholder involvement, socioeconomic and equity analysis, as well as GIS and mapping that I believe would be beneficial skills that would complement those provided by law enforcement professionals and local community organizers in creating a well-rounded safety program.

Name Kathryn Kalinowski
Gender Female
City Austin
Zip Code 78704
Ethnicity White

Describe any qualifications or expertise that relate to your interest in serving on an advisory committee.

I had no access to public transportation growing up until I moved to a city with a very well developed network when I was 16. I depended entirely on others in order to get around, but suddenly, I had complete independence and access to economic and educational opportunities I could never have taken advantage of previously. It changed how I saw the world and the possibilities it offered me. In Austin, as a Dell Medical School employee, I am extremely lucky to take advantage of CapMetro's partnership with UT Austin and use CapMetro buses as my primary mode of transportation to and from work. I love getting back the time I would otherwise be spending driving to read, catch up on work, or simply relax.

Describe your experience with transit in general or specifically with Capital Metro services.

Personally, I am a regular CapMetro client. In my professional life, I create and manage programs that aim to reduce social barriers to healthcare and the economic opportunities offered in healthcare professions. I have a unique perspective on the social determinants of health in Central Texas, and the vital role of safe, equitable access to transportation in creating a vibrant, healthy community.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2021-150

Agenda Date: 12/17/2021

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with California Creative Solutions for a Data Warehouse and Business Intelligence (DWBI) system and implementation services for a base period of two (2) years with eight (8) one-year option periods and 20% contingency in an amount not to exceed \$8,795,938.

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: The Data Warehouse and Business Intelligence (DWBI) system will transition our successful DWBI pilot to an enterprise wide DWBI capable of automating many of the manual process. The system will have the tools and ability to support all aspects of the strategic plan by giving the public and staff insight into operational and financial performance as well as security, safety, and risk management. The DWBI system aligns with the strategic priority of providing High Quality Customer Experience by empowering CapMetro staff with greater insights into on-time performance, ridership, customer satisfaction, Net Present Score (NPS), injury and accident rates. This insight will enable CapMetro to provide intuitive, consistently reliable, and safe services that meet the needs of the community. The DWBI system aligns with the strategic priority of Stakeholder Engagement by providing operational and financial performance data and dashboards to the community to better understand and partner with the agency for

improvement of Central Texas transit needs. The DWBI system aligns with the strategic priority of Sustainability by empowering CapMetro staff with greater insight into performance indicators, financial information including expense and revenue. This insight will assist CapMetro in improving financial, environmental and safety environments. The DWBI system aligns with the strategic priority of Staff Development by providing staff with cutting-edge data analysis and mining tools and technology to support the agency’s operational, financial and growth needs.

BUSINESS CASE: The current Data Warehouse and Business Intelligence (DWBI) system was implemented as a pilot project in early 2019 to provide five public-facing performance dashboards related to Customers (Ridership), Safety, Reliability, Finance and Route Performance. Capitalizing on the success of this initial data warehouse and business intelligence, Capital Metro is building a solution which will scale to analyze, extract, transform, load, and offer business intelligence using a wide variety of internally and externally sourced data. In September 2020 the Board awarded a contract to Keyrus for professional consulting services to assist in the development of the overall strategy, solution, and timeline for implementation of a DWBI system. Keyrus helped determine the requirements, guided us through procurement, product selection and will provide project management and technical oversight during project implementation. This current resolution is for a system integrator who will implement the technologies needed and build the DWBI solution based on the scope, working with Capital Metro staff and Keyrus in a collaborative manner. The new system will allow more flexible access to business information, streamline business processes, increase efficiencies, improve business analytics and system accessibility.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on December 17, 2021.

EXECUTIVE SUMMARY: : Capital Metro will be implementing a new DWBI system to build upon the pilot system using modern technologies and methodologies. 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 will be procuring the technology and services of a DWBI system integrator. The technology included with the contract will address all Capital Metro and public user DWBI needs. The implementation services will examine our business needs and deliver a fully functional system to include migration of data, training, organizational adoption, as well as ongoing managed services for maintenance and support.

DBE/SBE PARTICIPATION: The SBE goal is 4%. The prime contractor will exceed the goal utilizing the following SBE subcontractor:

SBE Subcontractor	Race/Gender	Services/Products	SBE Responsive
Project Balance LLC Austin, TX	Caucasian/ Female	Software Services and Integration	40%
			40%

PROCUREMENT: On 7/9/2021, a Request for Proposals was issued and formally advertised. By the closing date of August 23, 2021, seven (7) proposals were received. The evaluation team used the following factors in the evaluation of proposals: (1.) The offeror's ability to meet requirements as defined in Exhibit F, Scope of Services and Compliance Matrix, (2.) The qualifications and experience of the firm and proposed project staff including recent experience (within the last 5 years) of project team members in implementing core modules, emphasizing public sector and transportation organizations, and (3.) The offeror's project approach, methodology and work plan to meet the requirements defined in Exhibit F, Scope of Services and Compliance Matrix.

The proposal from California Creative Solutions 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 for a base period of two (2) years with eight (8) one-year option periods and 20% contingency for managed services, licensing, and support as follows:

TOTAL BASE PERIOD - (CONTRACT YEAR 1 and CONTRACT YEAR 2)	\$4,041,935.20
TOTAL OPTION PERIOD 1 - CONTRACT YEAR 3	\$384,883.00
TOTAL OPTION PERIOD 2 - CONTRACT YEAR 4	\$391,627.15
TOTAL OPTION PERIOD 3 - CONTRACT YEAR 5	\$398,708.51
TOTAL OPTION PERIOD 4 - CONTRACT YEAR 6	\$406,143.93
TOTAL OPTION PERIOD 5 - CONTRACT YEAR 7	\$413,951.13
TOTAL OPTION PERIOD 6 - CONTRACT YEAR 8	\$422,148.69
TOTAL OPTION PERIOD 7 - CONTRACT YEAR 9	\$430,756.12
TOTAL OPTION PERIOD 8 - CONTRACT YEAR 10	\$439,793.93
Sub-Total	\$7,329,947.65
20% CONTINGENCY	\$1,465,989.53
GRAND TOTAL	\$8,795,937.18

RESPONSIBLE DEPARTMENT: Imagination, Research and Innovation

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2021-150

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to implement and enhance its Data warehouse and Business Intelligence (DWBI) Analytics and Decision-making platforms; and

WHEREAS the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to procure and implement a best-fit DWBI 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 California Creative Solutions for a Data Warehouse and Business Intelligence (DWBI) system and implementation services for a base period of two (2) years with eight (8) one-year option periods in an amount not to exceed \$8,795,938, which includes a 20% contingency.

Date: _____

**Secretary of the Board
Eric Stratton**

Data Warehouse and Business Intelligence System Implementation

Capital Metro Board Meeting

Resolution #: AI-2021-150

December 2021

1

 METRO

Executive Summary – DWBI

- Current State

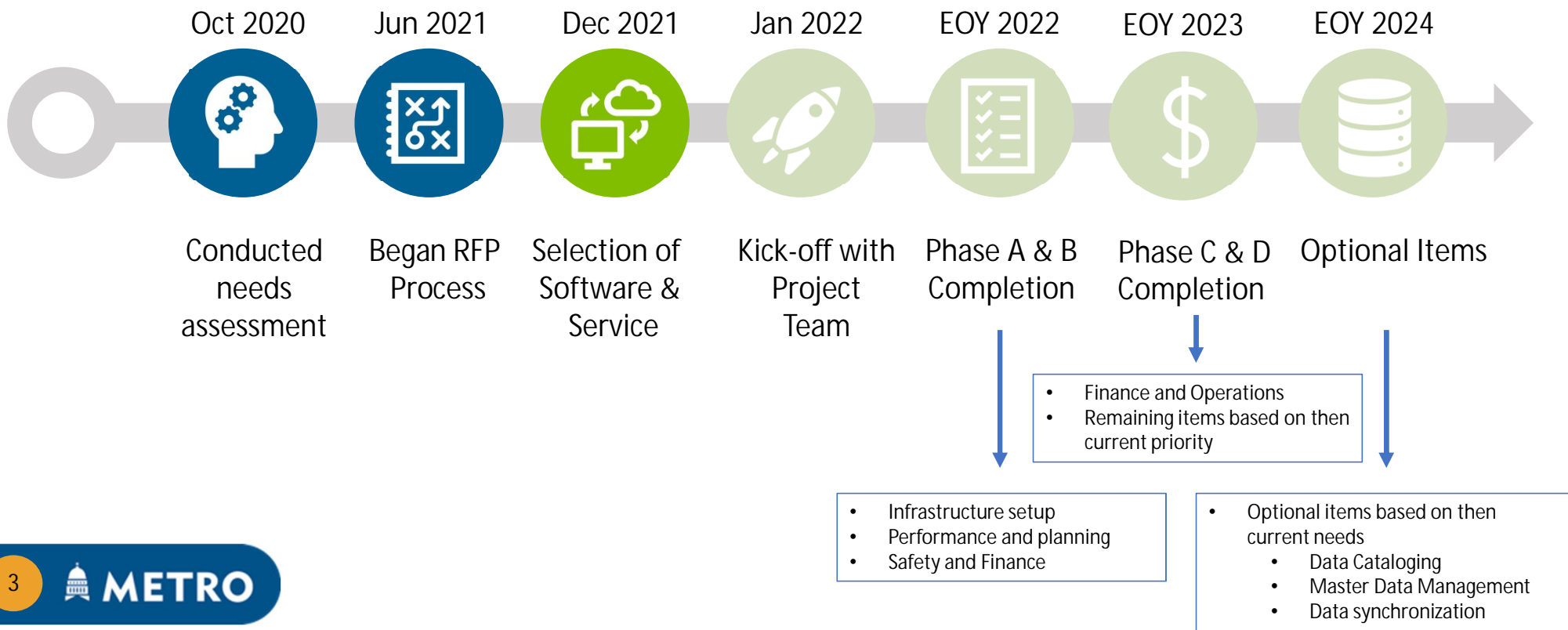
- The current DWBI was implemented as a pilot project in early 2019 to provide five public-facing performance dashboards:
 - Customers (Ridership), Safety, Reliability, Finance and Route Performance.
- The current system requires regular manual efforts to produce the dashboards.
- It is not scalable to support Capital Metro growth and expansion.

- New system

- Modernizes CapMetro's DWBI system technology and utilizes best of breed technology that will empower CapMetro to make informed business decisions.
- Allows more flexible access to business information, streamline business processes, increases efficiencies through automation, improve business analytics and system accessibility.
- Provides timely and accurate analytics that provide greater visibility to staff and transparency to the public.

DWBI Implementation – Proposed Timeline

- Full implementation planned by Winter 2024



Why California Creative Solutions as Implementation Partner?

- Technology
 - Modern, best of breed technical solution of Snowflake, Snow pipe, PowerBI running in Microsoft Azure cloud platform with high availability (99.99%)
 - Meets Capital Metro requirements for present needs, future growth and manageable ongoing maintenance
 - Easy access to organizational data and Snowflake community store
- 23 years of DWBI experience; deep experience with government agencies
- SBE commitment of 40% against a SBE goal of 4%
- Recommended Award December 2021 - \$8,795,937.18
 - Base: 2 years \$4,041,935.20
 - Options: 8 one-year Managed Services, Licensing & Support \$3,288,012.45
 - 20% Contingency: \$1,465,989.53 for data modeling and integration of new systems such as Enterprise Resource Planning, Customer Relationship Management, Governance Risk and Compliance, and replacement systems for Bus and Rail Operations



METRO

THANK YOU!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2021-144

Agenda Date: 12/17/2021

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Presidio Networked Solutions Group for Cisco Smartnet support for one (1) year in an amount not to exceed \$232,673.

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:

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

EXPLANATION OF STRATEGIC ALIGNMENT: Maintaining a robust and reliable network and security infrastructure ensures reliable systems access for internal and external customers.

BUSINESS CASE: The Cisco Smartnet support agreement will provide reliable network and security hardware maintenance and professional services to the mission critical systems that support all Capital Metro locations including all users for both internal services and external customer services. In order to maintain maximum uptime for critical infrastructure, external support is used to replace defective equipment and augment internal staff to provide expertise in the management of components to assist in quickly resolving issues that may arise. This infrastructure is the backbone of our network that provides access to service enabling and customer facing technology.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on December 17, 2021.

EXECUTIVE SUMMARY: Capital Metro employs several network and security solutions to achieve robust, redundant,

and secure connectivity within our own internal network and to the internet. As Capital Metro continues to expand its offerings for service enabling and customer facing technology, uptime is critical. The Cisco Smartnet support will allow us to maintain high availability. This is a renewal of the Cisco agreement through a third-party partner that could be any eligible partner through the State DIR contract. Presidio does not provide any additional service but is a pass-through mechanism to the Cisco solution.

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

PROCUREMENT: Capital Metro will utilize the Department of Information Resources (DIR) Contract Number DIR-TSO-4167, held by Cisco System, to contract with Presidio Networked Solutions Group, who is authorized to resell Cisco Branded Products and Services under Cisco’s DIR contract.

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 Cisco SmartNet Hardware Support was determined to be fair & reasonable by DIR’s organization during its solicitation and award process.

The pricing provided by Presidio Networked Solutions Group is the best value to Capital Metro, considering cost analysis for Cisco SmartNet Hardware and Software Support using previous contract pricing and market rates. The contract is a fixed price contract. The term of the Contract is one (1) year from notice to proceed. The not to exceed price is as follows:

Description	Not to Exceed Price
Cisco SmartNet Hardware and Software Support	\$232,673

RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2021-144

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to provide reliable and secure networking solutions; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to provide highly available systems for internal and external customers.

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 Presidio Networked Solutions Group to renew the Cisco Smartnet support contract for one (1) year in an amount not to exceed \$232,673.

Date: _____

**Secretary of the Board
Eric Stratton**



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2021-257

Agenda Date: 12/17/2021

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with CDW Government, LLC. to acquire workstation technology in an amount not to exceed \$599,825.

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: Maintaining and acquiring workstation technology, such as desktops, laptops, tablets and accessories in a state of good repair ensures stable and reliable systems as well as the productivity of employees. Having a way to respond to staff growth is critical for agency growth management.

BUSINESS CASE: This is a state of good repair initiative primarily to replace workstation technology that has exceeded its useful life, to acquire new workstation technology where needs have changed or new staff have started. The lifecycle of the typical workstation is four years. Each year approximately one quarter of the workstations are replaced to maintain a state of good repair. For FY22, that will be between 200 and 250 workstations with work from home capability.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on December 17, 2021.

EXECUTIVE SUMMARY: This contract will provide for the acquisition of workstation technology to replace similar equipment that is past its useful life, and to acquire new workstation technology where needs have changed or new staff have started. For FY22, that will be between 200 and 250 workstations. Workstations will have work from home capability.

DBE/SBE PARTICIPATION: No SBE goal is assigned to this solicitation due to limited subcontracting opportunity. The prime contractor has established the Good Faith Efforts on small business participation as required by the originating contracting entity. The request for pricing was submitted to five contractors on DIR that were authorized to resell workstation equipment, three of which were certified small businesses.

PROCUREMENT: CapMetro will utilize the Department of Information Resources (DIR) contract #DIR-TSO-3808 held by Lenovo, Inc. and DIR Contract #DIR-TSO-3865 held by CDW Government LLC., to contract with CDW Government LLC., to supply Workstation Technology Equipment with Extended Warranty.

DIR awarded contracts are made available for use by Capital Metro via Title 7, Intergovernmental Relations Chapter 791, Interlocal Cooperation Contracts and The Texas Interlocal Cooperation Act. Purchases made using DIR contracts satisfy otherwise applicable competitive bidding requirements.

The pricing for Workstation Technology Equipment was determined to be fair & reasonable by DIR’s organization during its solicitation and award process. Additionally, a request for pricing was submitted to five vendors on DIR that are authorized to resell workstation equipment, three of which were certified small businesses. Only CDW Government LLC. returned a price proposal for the request.

The following is the not to exceed amount for Workstation Technology Equipment:

Description	Total Not to Exceed Amount
Workstation Technology Equipment	\$599,825.00

The contract will be a 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-2021-257

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to provide adequate state of good repair for the workstation infrastructure; and WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to provide continued workstation infrastructure performance, reliability and security to its customers.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to finalize and execute a contract with CDW Government, LLC. to acquire workstation technology in an amount not to exceed \$599,825.

Date: _____

**Secretary of the Board
Eric Stratton**



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2021-259

Agenda Date: 12/17/2021

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to modify contract #200164 with Verizon for an additional \$500,000 to address expanded needs for a total new contract amount not to exceed \$3,350,878.

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: Maintaining and acquiring telecommunication services, to include circuits, private cellular network, cell phones, tablets, wifi hot spots, and business related adjunct telecommunications equipment and software will ensure stable and reliable systems as well as provide for the productivity and growth of employees, facilities and infrastructure.

BUSINESS CASE: An increase to an existing contract is required to address unprecedented growth in infrastructure, facilities and staff not foreseen in the initial contract award. This request is to provide funding for the remaining contract term through March 2022 in order to continue telecommunication services.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on December 17, 2021.

EXECUTIVE SUMMARY: This request for additional contract funds will provide for the continuation of telecommunication services for the remainder of the existing Verizon contract through March 2022.

DBE/SBE PARTICIPATION: No SBE goal is assigned to this procurement because there is no scope of subcontracting opportunity.

PROCUREMENT: On April 1, 2017, Capital Metro awarded contract #200164 to Verizon Wireless for Wireless Cellular Services in an amount not to exceed \$1,867,800 for one (1) base year and four (4) option years. The Capital Metro Board of Directors authorized award via Resolution #CMTA-2016-322.

Capital Metro modified contract #200164 with Verizon Wireless on August 28, 2017, to accommodate additional wireless services required for an ITS related project labelled Cellular Data Vehicle Routers, in an amount not to exceed \$2,708,146 for the remaining base year and four (4) option years. The Capital Metro Board of Directors authorized award via Resolution #CMTA-2017-459.

In order to accommodate additional wireless services due to growth in our organization, contract #200164 needs to be modified to add \$500,000 for the remaining months of the contract term which ends March 31, 2022. The total not to exceed amount with this modification is \$3,350,878.

RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2021-144

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to provide reliable and secure telecommunications solutions; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to provide highly available systems for internal and external customers.

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 contract #200164 with Verizon for an additional \$500,000 to address expanded needs for a total new contract amount not to exceed \$3,350,878.

**Secretary of the Board
Eric Stratton**

Date: _____



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2021-182

Agenda Date: 12/17/2021

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a one (1) year contract with Bytemark, Inc. with four (4) one-year options for onboard fare validator expansion in an amount not to exceed \$2,501,483.

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: Providing continuity of fare validation and collection for a seamless customer experience across different modes of services will enhance the passenger experience and return greater customer satisfaction than different solutions. The continuity will provide a consistent customer experience with a familiar, safe, and quick boarding process. This aligns with the strategic goal for achieving Internal/External Customer Service Excellence, and achieves objectives for Safety & Risk, Continuous Improvement, and fostering a Culture of Innovation.

BUSINESS CASE: In fiscal year 2021, Capital Metro installed onboard fare validators across all MetroRapid and MetroBus fleet vehicles. This resolution will expand onboard fare validators to an additional 193 vehicles, including Pickup Service vehicles, CARTS buses serving Capital Metro routes, new MetroRapid routes, and expansion of the MetroBus fleet over the next five years. Currently, Pickup Service vehicles and CapMetro-

branded CARTS vehicles do not have onboard fare validators, requiring passengers to present their passes to the operator for visual verification. The expansion of the onboard fare validator solution will provide tap-and-go boarding across these additional services creating a more seamless transit customer experience. The validators provide contactless boarding, reduce dwell time, and improve on-time performance. They also capture bus pass and sales data which will be used to more accurately analyze ridership on the Pickup service and the CapMetro-branded CARTS routes. The validators also open the door to implement future system efficiencies, such as all-door boarding, or utilizing the newly installed vehicle network to facilitate live streaming of the vehicle interior, and because the Pickup vehicles will have fare validation capability, they can be temporarily dispatched onto fixed route as “sweepers” expediting the delivery of passengers on temporarily overcrowded routes.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on December 17, 2021.

EXECUTIVE SUMMARY: In fiscal year 2021, Capital Metro installed onboard fare validators on 425 MetroRapid and MetroBus fleet vehicles. This resolution will expand onboard validators to an additional 193 vehicles, including Pickup Service vehicles, CARTS buses serving Capital Metro routes, new MetroRapid routes, and expansion of the MetroBus fleet over the next five years. Onboard fare validators provide a tap-and-go boarding process and expansion across these additional services will create a more seamless system wide experience. The validators also provide healthier contactless boarding, reduce dwell time which improves on-time performance, and they capture accurate bus pass and sales data which is used in analysis of ridership on the Pickup service and the CapMetro-branded CARTS routes. This procurement action will purchase 321 fare validators to be installed onto vehicles, one at each door, spare validators units for maintenance, and licensing, maintenance and support over the next five years.

DBE/SBE PARTICIPATION: No DBE goal is assigned to this sole source procurement because of limited subcontracting opportunity. However, the prime contractor is committed to utilizing the following DBE subcontractor:

Sub-contractor	Race/Gender	Services/Products	DBE Responsive
ESP Enterprises, Inc., Houston, TX	Hispanic Male	Installation of Transit Equip	11.31%
			11.31%

PROCUREMENT: On September 21, 2021, a Request for Proposal Sole Source was issued and advertised. The proposal from Bytemark, Inc. was received by the due date of October 7th, prior to 3:00 p.m. A revised proposal was received October 29, 2021, prior to 5:00 p.m. The proposal was reviewed in all aspects of pricing and technical approach. The proposal from Bytemark, Inc. was determined to be the best value to the Authority, price, and other factors considered. The contract is a hybrid fixed price and indefinite delivery/indefinite quantity for the Base Year and four (4) Option Years.

Description	Total Award
Base Year - Hardware & Services	\$1,460,502.00
Base Year - Onboard Fare Validator Expansion	\$198,418.00
Option Year 1 - Expansion, Licensing, Maintenance & Support	\$215,299.00
Option Year 2 - Expansion, Licensing, Maintenance & Support	\$137,716.00
Option Year 3 - Expansion, Licensing, Maintenance & Support	\$117,929.00
Option Year 4 - Expansion, Licensing, Maintenance & Support	\$144,211.00
10% Contingency	\$227,408.00
Not to Exceed Total	\$2,501,483.00

RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2021-182

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to reduce visual validation of fare media and streamline boarding to improve on-time performance; and

WHEREAS, implementation of modern fare systems for new fare programs and payment options are in alignment with the adopted fare strategy.

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 one (1) year contract with Bytemark, Inc. with four (4) one-year options for onboard fare validator expansion in an amount not to exceed \$2,501,483.

**Secretary of the Board
Eric Stratton**

Date: _____



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-297

Agenda Date: 12/17/2021

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Silsbee Ford Inc. to purchase ten (10) Ford Explorer Hybrid Vehicles for the Capital Metro Public Safety Department in an amount not to exceed \$425,744.

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 approach to public safety includes both public safety ambassadors and intervention specialists, who will both use the ten public safety vehicles. The vehicles are a necessary resource for both teams so they can respond efficiently to needs throughout the service area, and support Capital Metro’s strategic goals related to best serving our customers, staff, and public safety at large.

BUSINESS CASE: The vehicles used for this role provide enhanced safety for staff and customers by being better equipped to provide specialized and context-sensitive support to the transit system resulting in increased efficiencies, enhanced safety and advancement of Capital Metro’s mission.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on December 17, 2021.

EXECUTIVE SUMMARY: Capital Metro's Public Safety Program includes public safety ambassadors as one of the three roles in the comprehensive approach. To support this role ten vehicles dedicated primarily to public safety ambassadors need to be purchased.

The process to procure the vehicles followed Capital Metro's goals to transition to a zero-emission fleet by first searching for commercially available vehicles. The search led to the recommendation to purchase hybrid battery and gas vehicles to best serve the purpose for the public safety ambassadors. The Ford Explorers are best equipped to support staff in this role because they have ample cargo space for moving teams and equipment throughout the service area in a variety of situations.

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

PROCUREMENT: The contract will utilize The Interlocal Purchasing System (TIPS) Contract #210907 held by Silsbee Ford Inc., to resell Ford Explorer Hybrid Vehicles.

TIPS 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 TIPS contracts satisfy otherwise applicable competitive bidding requirements. Pricing for the Ford Explorer Hybrid Vehicles was determined to be fair & reasonable by the TIPS organization during its solicitation and award process.

Silsbee Ford's TIPS pricing for (10) Ford Explorer Hybrid Vehicles:

Description	Quantity	Price Per Vehicle	Total Amount of Order
Ford Explorer Hybrid Vehicles	10	\$42,549.33	\$425,743.30

RESPONSIBLE DEPARTMENT: Operations and Maintenance Oversight

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2021-271

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors recognize the need to purchase vehicles for the public safety ambassadors as part of Capital Metro’s Public Safety Program.

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 Silsbee Ford Inc. to purchase ten (10) Ford Explorer Hybrid Vehicles for the Capital Metro Public Safety Department in an amount not to exceed \$425,755.

Date: _____

**Secretary of the Board
Eric Stratton**

CapMetro Public Safety Vehicle Procurement

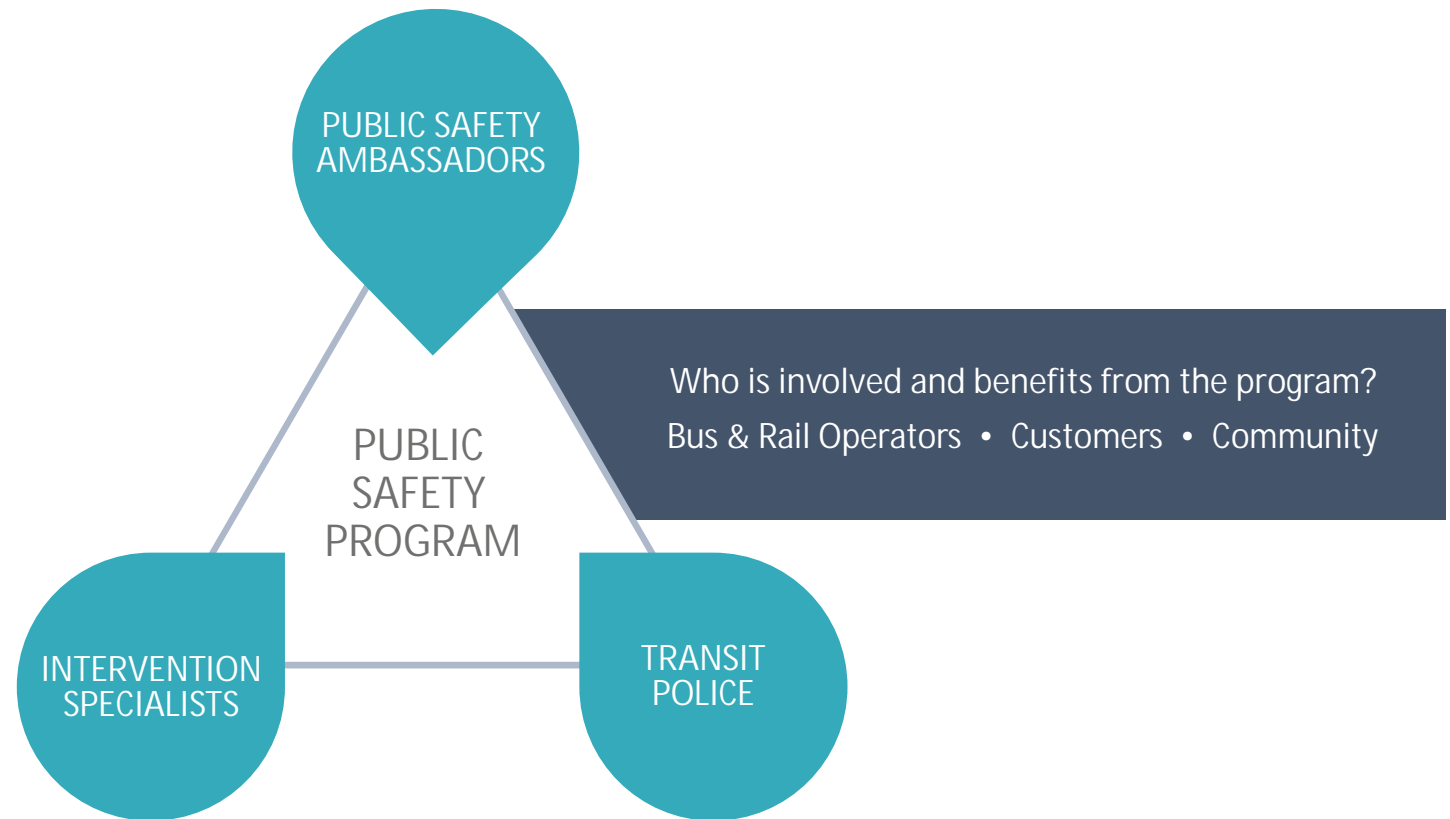
December 17, 2021

Darryl Jamail, Sr. Director Public Safety & Emergency Management
Andrew Murphy, Director, Vehicle Maintenance

1



CapMetro's Public Safety Approach



10 Public Safety Vehicles

- 10 Ford Explorer vehicles
 - Equipped with “heavy duty” options (such as modified suspension and tires) to allow more situational flexibility, extended vehicle life with 24/7 operation, and increased safety when responding to calls
- Primary Users: Public Safety Ambassadors and Intervention Specialists
- Types of Use:
 - Responding to crashes involving buses
 - Responding to needs within CapMetro right of way
 - Traveling throughout the system with public safety response to meet customer and operator needs
 - Moving safety equipment and teams throughout system

Ford Explorer





METRO

THANK YOU!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-299

Agenda Date: 12/17/2021

SUBJECT:

Approval of a resolution confirming the evaluation rating for Fiscal Year 2021 for President & CEO Randy Clarke as _____, and that the Board approves the adjustment of base pay to \$_____ and a performance achievement bonus of \$_____. The increases are awarded retroactively to October 3, 2021 in accordance with the Employment Agreement.

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 performance goals established by the board for the President & CEO are aligned with the goals in the Strategic Plan. The board's annual evaluation and specific action on the President & CEO's performance enhances organizational development and employee reward programs by linking compensation to the accomplishment of Capital Metro's strategic plan.

BUSINESS CASE: The evaluation by the Capital Metro Board of Directors of the President & CEO's performance meets the requirement of the President & CEO Total Compensation Policy and the Employment Agreement between Randy Clarke and Capital Metro.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on December 17, 2021.

EXECUTIVE SUMMARY: Capital Metro's Employment Agreement with Randy Clarke states that the Board of Directors shall review his performance annually for the Performance Period of October 1, 2020 through September 30, 2021, based on performance standards established for that period. The process adopted by the board in the President & CEO Total Compensation Policy describes the process for linking President & CEO pay to performance.

Randy Clarke's performance goals and objectives are directly linked to Capital Metro's Strategic Plan. The board's evaluation of performance for the performance period under his contract has resulted in a performance rating of _____.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: People and Culture

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

Click or tap here to enter text.

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors entered into an Employment Agreement with Randy Clarke effective December 15, 2020; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors has evaluated Randy Clarke's performance in accordance with his Employment Agreement and the President & CEO Total Compensation Policy.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the evaluation rating for the period of October 1, 2020 through September 30, 2021 of President & CEO Randy Clarke's Employment Agreement is _____.

BE IT FURTHER RESOLVED, that the Board approves the adjustment to base pay to \$_____ and a performance achievement bonus of \$_____. The increases are retroactive to October 3, 2021 in accordance with the Employment Agreement.

Date: _____

**Secretary of the Board
Eric Stratton**



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-260

Agenda Date: 12/17/2021

Customer Satisfaction Survey

Customer Satisfaction Survey Results

December 2021

Methodology

A total of 848 intercept surveys were conducted on board between the dates of August 23, 2021, and September 25, 2021.

Quotas were based on ridership levels across routes and transit modes. Due to the impact of COVID-19 on customer volume as well as the customer demographics, an apples-to-apples comparison to prior surveys by transit mode (Flyer, UT, MetroRail, MetroExpress, MetroRapid) could not be conducted. A comparison to the results of a 2019 Customer Satisfaction survey conducted by SENSIS is included in this report.

In 2021, top-two-box scores are reported. In the analysis, “Don’t Know” responses have been removed and are not included in the calculation.

While some charts might show directional differences year over year, only these comparisons with statistically significant differences will be called out in learning. Significant differences are based on two-tail z score calculations at a 95% significance level.

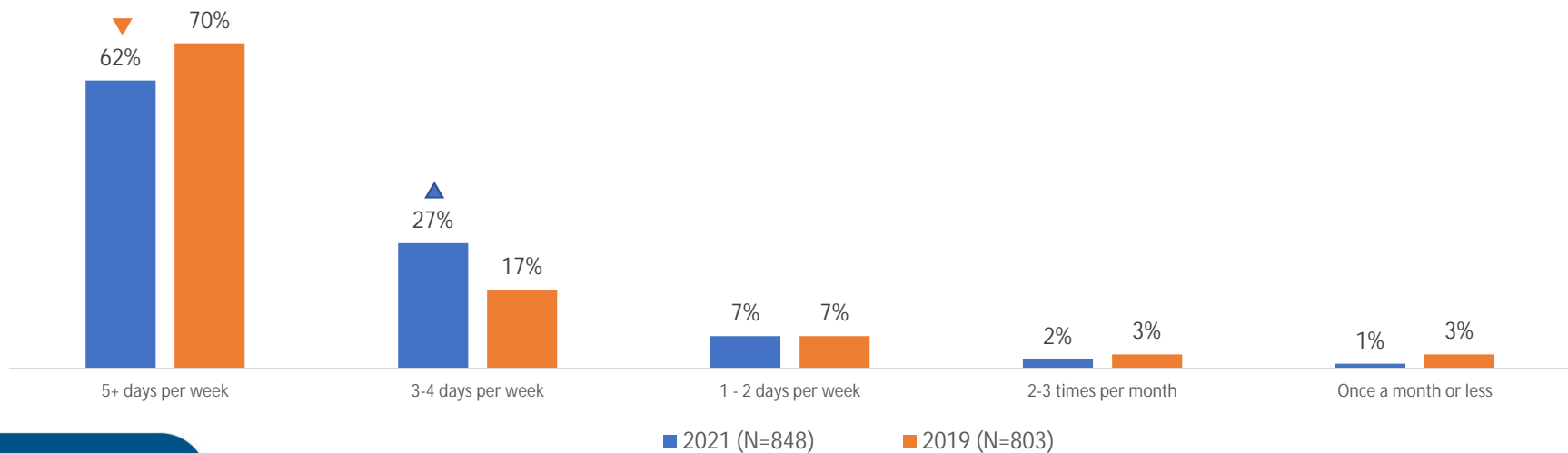
Executive Summary

- Ninety-two percent indicate high overall satisfaction with CapMetro.
- Sixty percent are highly likely to recommend CapMetro to others.
 - Cap Metro's Net Promoter Score (NPS) is 51.
- Ninety-seven percent (97%) indicate that they are likely to use CapMetro again in the future.
- About 9 in 10 (86%) indicate that in the past year the bus service has either stayed the same (50%) or gotten better (36%).
- Nearly all customers (96%) believe that public transportation adds value to the community.

Trip Frequency

There was a slight drop in 5+ days per week that is likely reflective of the pandemic.

However, more than 60% take advantage of Capital Metro daily. About 9 in 10 use the service at least 3 days per week.

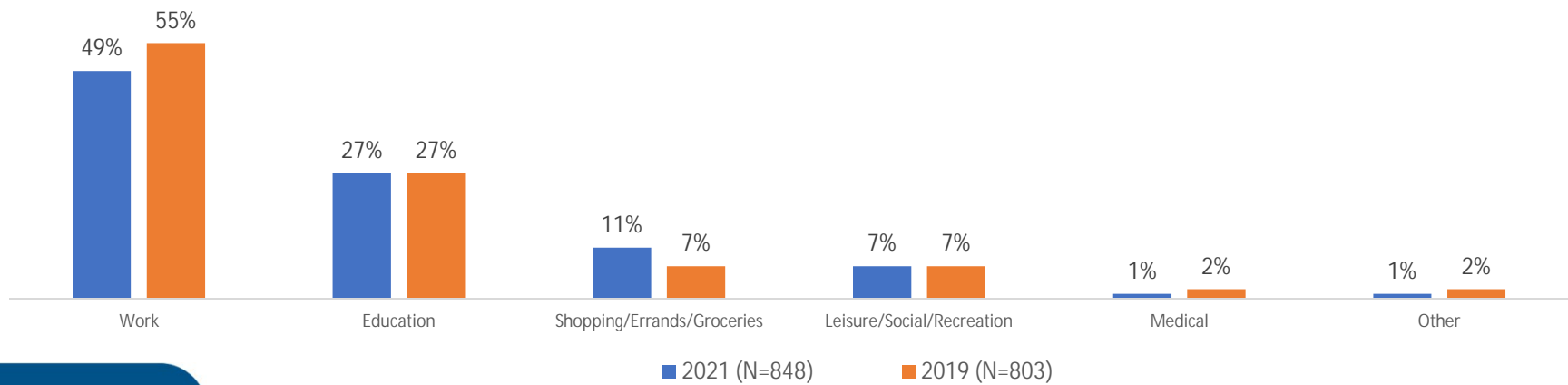


Q: How often do you ride any of the Capital Metro Services?

▲ Significant increase since 2019
▼ Significant decrease since 2019

Primary Purpose for Riding CapMetro

As was seen in prior studies, the primary use of the CapMetro system is for work and education.



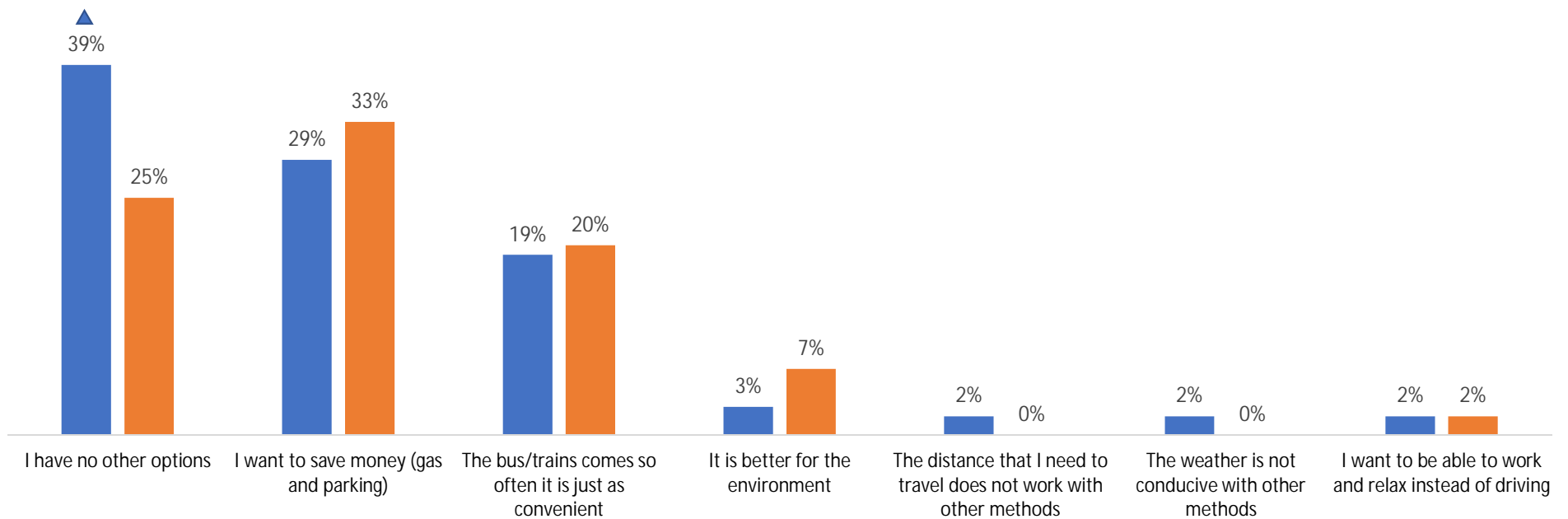
Q: For what primary purpose do you ride CapMetro most frequently?

▲ Significant increase since 2019
▼ Significant decrease since 2019

Reasons for using Public Transportation

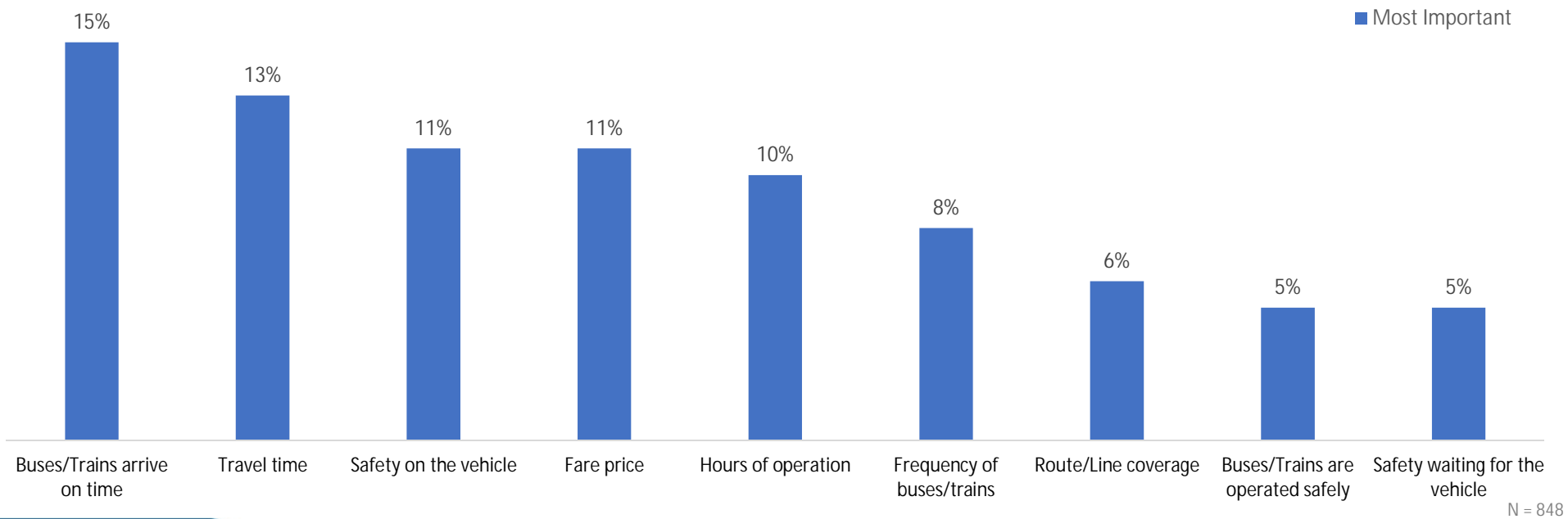
Due to higher amount of public transit dependent respondents this year, favorability scores may be higher this year than in past.

A lack of options, projected savings, and convenience continue to drive use of public transportation.



Most important areas of service for users of public transportation

Buses/trains that arrive on time and the travel time are the most important areas of service.



N = 848

Q: What are the top 3 most important areas of service for you as a user of public transportation? FIRST MENTION

No 2019 comparison offered as in 2019 "Service Availability" was an answer choice. In 2021, the choices of "Hours of Operation" and "Frequency of Buses/Trains" were answer choices not in 2019.

NPS/Likelihood to Recommend CapMetro

With a NPS of 51 CapMetro is a brand/service that customers are likely to recommend to their friends and family.

Not at all Likely 0	1	2	3	4	5	6	7	8	9	Extremely Likely 10
0%	1%	1%	1%	1%	3%	3%	12%	19%	20%	40%
Detractors							Passives		Promoters	
9%							31%		60%	

Net Promoter Score = % Promoters less % of Detractors

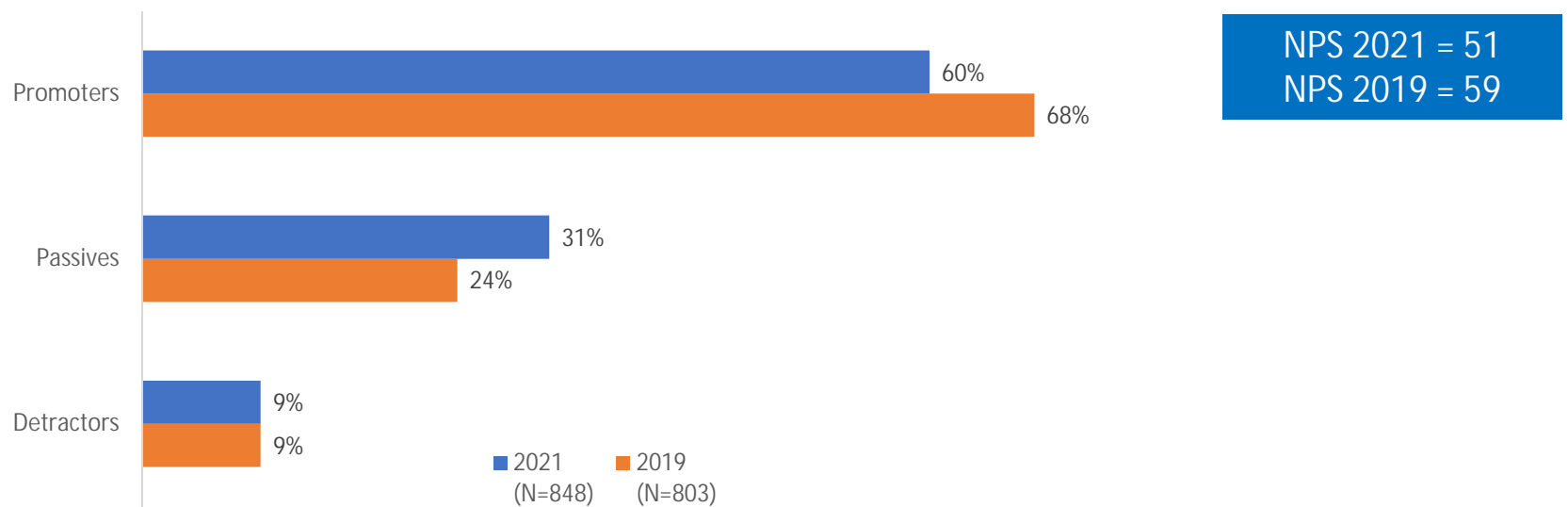
NPS = 51

Q: All things considered, how likely would you be to recommend CapMetro services to a friend, co-worker, or family member on a scale of 0-10 where '0' is not at all likely and '10' is very likely?

N = 848

NPS/Likelihood to Recommend CapMetro

NPS in 2021 is slightly lower than it was in 2019. There has been a shift from “Promoter” to “Passive” customers.



Q: All things considered, how likely would you be to recommend CapMetro services to a friend, co-worker, or family member on a scale of 0-10 where '0' is not at all likely and '10' is very likely?

Recommendations

- Encourage use of public transportation as a way of every day life to drive higher promoter vs. passive scores.
 - Consider frequency strategies that may create more advocates out of more of our passive riders.
 - Consider opportunities to broaden public transportation usage beyond work/education leisure, recreational, and shopping needs and other strategies to stimulate drops in frequency of use.
- As cost savings is a top reason for using public transportation, consider this as potential message.
- Continue to optimize on-time and route frequencies as these remain most important areas of service.

Recommendations

- Continue to focus on improving platform/stops as this theme repeatedly ranks in the bottom of the service offering rankings (safety, cleanliness, good condition, protection from weather, etc.)



METRO

THANK YOU!