



Agenda - Final
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, August 28, 2023

12:00 PM

Rosa Parks Boardroom

This meeting will be livestreamed at capmetrotx.legistar.com

I. Call to Order

II. Recognition

1. Cap Metro Paratransit Rodeo Winners

III. Public Comment:

IV. Advisory Committee Updates:

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

V. Board Committee Updates:

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

VI. Consent Items:

1. Approval of minutes from the July 24, 2023 board meeting.
2. Approval of a resolution appointing Stacy Landry to the Access Advisory Committee.
1. Approval of a resolution re-appointing Terry Follmer to the position of Vice President, Internal Audit for a term of five years.

3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Via Transportation, Inc. for transit on-demand system hosting, maintenance, and support in support of Pickup for a one (1) year base and four (4) one-year options in an amount not to exceed \$2,307,060.
4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a building lease with CFJ Manufacturing, LP (CFJ), for approximately 1,027.5 rentable square feet within CapMetro's administrative offices at 624 N. Pleasant Valley Road, Austin, Texas 78702 for a base period of eight (8) months, for a total amount of \$22,606 paid to CapMetro.
5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an interlocal agreement (ILA) with the City of Austin for the installation, configuration, maintenance and repair or lease of public safety equipment and systems related to the Greater Austin-Travis County Regional Radio System (GATRRS) for an estimated amount of \$15,000 per fiscal year during the term of the ILA.
6. Approval of a resolution authorizing the President & CEO, or her designee, to modify contract # 200455 with AmericanEagle for the remaining hosting, maintenance, and support of the web content management system for a total new contract amount not to exceed \$695,725.
7. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Turbo Images for vinyl bus wraps parts and installation of CapMetro's Novabus fleet in a total not to exceed amount of \$639,783.
8. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Rio Grande Pacific Technology, Inc. for the construction of the I-35/4th Street Pedestrian Crossings Preemption project for \$358,038, plus 20 percent contingency, for a total not to exceed the amount of \$429,646.

VII. Report:

1. President & CEO Monthly Update

VIII. Executive Session:

Texas Government Code, Section 551.071, for consultation with an attorney for legal issues related to pending litigation: In re Proterra, Inc. et al., Chapter 11 bankruptcy case.

IX. Memos:

1. Memo: Proposed January 2024 Service Changes (August 10, 2023)
2. Memo: New North Base Demand Response Facility (August 15, 2023)

X. Items for Future Discussion:

XI. Adjournment**ADA Compliance**

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

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

The Board of Directors may go into closed session under the Texas Open Meetings Act. In accordance with Texas Government Code, Section 551.071, consultation with attorney for any legal issues, under Section 551.072 for real property issues; under Section 551.074 for personnel matters, or under Section 551.076, for deliberation regarding the deployment or implementation of security personnel or devices; arising regarding any item listed on this agenda.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-189

Agenda Date: 3/28/2022

Customer Satisfaction Advisory Committee (CSAC)

Capital Metropolitan Transportation Authority
Customer Satisfaction Advisory Committee (CSAC)
Wednesday, August 9, 2023
6:00 PM

CapMetro Employees: Brian Alejandro, Leroy Alloway, Peter Breton, Kevin Conlan, Edna Parra, Danny Souraphath, Johnathan Tanzer, Emmanuel Toutin.

Committee Members: Arlo Brandt, David Foster, Betsy Greenberg, Ryan Johnson, BJ Taylor, Ephraim Taylor.

Guests: Ruven Brooks.

Meeting called to order at 6:03 PM

Welcome / Introductions / Call to Order
Chair Taylor

Approval of the minutes - Motion to approve by Ryan Johnson / 2nd BJ Taylor. Passes unanimously.

Public Communications

FY2024 Budget Proposal
Kevin Conlan, Deputy CFO

Kevin Conlan overviews the FY2024 budget proposal, including funding for MetroBike station expansion, the upcoming transit police department, and new pickup zones.

Betsy Greenberg asks if funding for the upcoming transit police department will mean that there will be police officers on the buses, and **Kevin Conlan** says that it's unlikely they'll patrol the system, as officers will be dispatched to handle issues, however Public Safety Ambassadors will be aided, so there will be increased safety.

Ruven Brooks asks if fuel hedging requirements will be adjusted with the procurement of electric buses, and if so, will CapMetro also have an electricity hedging program? **Kevin Conlan** explains that CapMetro (and other agencies) are still developing documentation and best practices for electric buses, and that there is not a plan to develop a hedging program for electricity.

Ephraim Taylor asks if there are plans for strategic storage of electricity, and **Kevin Conlan** explains that there are no finalized plans, but that it is something CapMetro is looking at developing.

BJ Taylor asks if end of life buses get sold, and **Kevin Conlan** explains that CapMetro does auction them off, but also participates in grant programs that pay CapMetro for destroying the bus instead.

Legislative Update
Leroy Alloway, VP of Government Affairs

Leroy Alloway overviews the Government Affairs team, the federal and state political and legislative backdrops, and the opportunities ahead for the Government Affairs team.

Ryan Johnson mentions Texas Central Partners' and Amtrak's potential high speed rail project from Houston to Dallas and asks if CapMetro could advocate for and be involved in a similar high speed rail project in Austin. **Leroy Alloway** says yes, when a project of that nature happens, CapMetro's service network would need to connect to the rail station, and they would be involved.

David Foster references the May 2023 Texas Attorney General's opinion (KP-0444) relating to Project Connect and asks, if based upon that opinion, the partners involved in delivering Project Connect were anticipating any changes or modifications to the program to address the potential concerns raised by the opinion. **Leroy Alloway** stated he would defer to the Austin Transit Partnership to answer the specifics in that regard and pointed to public statements shared with the community after the opinion as possible indications of a potential path.

Fares Update

Danny Souraphath, Manager of Technical Product Management

Edna Parra, Manager of Community Engagement and Outreach

Danny Souraphath overviews AMP's soft launch, customer adoption, and next steps, and **Edna Parra** overviews the CapMetro HMIS Pass Program.

Betsy Greenberg asks if the Reduced Fare ID (RFID) eligibility transfers to the new app, and **Danny Souraphath** explains that once a customer creates a virtual AMP card, they need to speak with the transit store to have the card designated as RFID eligible.

Ephraim Taylor asks if there's a plan to communicate to customers using the old app that there's a transition happening to the new app, and **Danny Souraphath** explains that there are multiple ways that CapMetro is reaching out to customers to alert users of the old app of the transition.

Advisory Committee Updates

Peter Breton, Community Engagement Coordinator

Peter Breton gives an overview of updates to the committee's systems and procedures, including changes to Public Communications and agenda order, as well as next steps for future changes.

CapMetro Staff and Committee Members discuss possible changes to the committee's norms, systems, and procedures.

Meeting adjourned at 7:42 PM



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-190

Agenda Date: 3/28/2022

Access Advisory Committee

Capital Metropolitan Transportation Authority

Access Advisory Committee

Wednesday, August 2, 2023

5:30 PM

CapMetro Employees: Celso Baez, Chad Ballentine, Peter Breton, Erika Foster, Louise Friedlander, Matin Kareithi, Julie Lampkin, Edna Parra, Sara Sanford, Randy Slaughter, Emmanuel Toutin.

Supporting Staff Attendees: Christopher Westbrook, Raul Vela.

Committee Members: Estrella Barrera, Glenda Born, Audrea Diaz, Paul Hunt, Mike Gorse, John McNabb.

Guests: Rebecca Allbritton, Stacy Landry.

Meeting called to order at 5:34 PM

Welcome / Introductions / Call to Order

Chair Hunt

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

Public Communications

Glenda Born asks if CapMetro does cross-city transportation, such as charter buses, for special events. **Chad Ballentine** explains that federal funding prohibits competition against private companies, including charter buses.

Paul Hunt explains that a certain community member is having issues with wheelchair lifts and securements on paratransit vehicles. **Sara Sanford** says that staff will follow up with the community member.

Glenda Born mentions that she's having difficulties with drivers not checking addresses that are posted on houses, rather than checking the GPS. **Julie Lampkin** says she will follow up offline.

MetroAccess Staff Sensitivity Training

Sara Sanford, Director of Eligibility, Training, and Customer Management

Sara Sanford overviews initiatives to strengthen equity and safety through an ongoing initiative to start training all paratransit operators and staff, with the help of a local non-profit that is an expert in the space.

Glenda Born asks if the training will include dog guides / service animals. **Sara Sanford** says that CapMetro has trainings that cover that topic and doesn't want to water down this specific training. **Glenda Born** says she can connect CapMetro staff with service animal users if they need feedback for future initiatives.

Audrea Diaz asks if a driver that is reported for an incident must sign forms around harassment policies. **Chad Ballentine** explains that operators sign those types of forms during the hiring process, not after an incident.

Committee members and CapMetro Staff discuss concerns around negative operator behavior and how to prevent it through training and disciplining operators and staff.

FY2024 Budget Proposal

Emmanuel Toutin, Manager of Budget and Financial Planning

Emmanuel Toutin overviews the FY2024 Budget Proposal, including the community engagement timeline, operating budget, and capital budget.

Glenda Born asks about estimated fuel costs, and **Emmanuel Toutin** explains that for the FY23 budget, fuel was \$2.40/gal, and for the FY24 budget, the estimated cost is \$2.60/gal.

Paul Hunt asks what 5307 funds are. **Emmanuel Toutin** explains that 5307 funds are federal fund that all transit agencies receive, which are distributed through a formula based on density of the city the agency operates in and the number of miles they operate.

Paul Hunt asks what restrictions there are on the usage of the funds. **Emmanuel Toutin** says that the uses are broad and CapMetro uses them mainly for operations.

Glenda Born asks where the money for expanding services is coming from. **Emmanuel Toutin** explains that it comes mainly from sales tax and also from grants that CapMetro has received.

Glenda Born asks where MetroAccess falls into the budget, and **Emmanuel Toutin** says it falls under purchased transportation.

John McNabb asks for more information about the surplus between operating revenue and operating expenses. **Emmanuel Toutin** explains that it usually goes into reserves, capital improvements, or into future expansions of service.

Legislative Update

Celso Baez, Director of Government Affairs

Celso Baez gives an update from the Government Affairs department, introducing the Government Affairs staff, explaining some of the staff's internal objectives, as well the possible political unknowns and upcoming opportunities for CapMetro.

Glenda Born asks what legislation the Government Affairs team was tracking during the legislative session, and **Celso Baez** explains that they were tracking any bills that may affect customer experience or impede the ability to deliver on Project Connect, among other factors.

Paul Hunt asks if any bills passed the legislature that negatively impacted CapMetro, and **Celso Baez** explains that while there were some bills passed that will impact the agency, they are currently being assessed by the legal department to determine their impact.

Accessible Wayfinding Technology

Martin Kareithi, Director of Systemwide Accessibility

Martin Kareithi explains that CapMetro is looking to pilot some wayfinding technologies in the near future – specifically for fixed-route services – and overviews potential technologies from NaviLens, Aira, and Waymap. He also explains that he wants to put together a participatory advisory group to help test the technologies and receive feedback in the next few months.

Self-Evaluation and ADA Transition Plan

Martin Kareithi, Director of Systemwide Accessibility

Martin Kareithi gives an update on the Self-Evaluation and ADA Transition Plan, including that while all CapMetro facilities have been assessed, the consultant missed the E-Paper signs at the high-traffic stops, and will be returning to gather data. The consultant will be putting together all the gathered data into GIS and other formats and, when crafting the transition plan, they will prioritize high travel corridors.

He also explains that the consultant is also assessing CapMetro's digital presence, and that the consultant is scheduled to present at the September Access meeting, as well as being required to hold a public session.

Advisory Committee Updates

Peter Breton, Community Engagement Coordinator

Peter Breton gives an overview of updates to the committee's systems and procedures, including changes to Public Communications and agenda order, as well as next steps for future changes.

CapMetro Staff and Committee Members discuss possible changes to the committee's norms, systems, and procedures.

Meeting adjourned at 7:40 PM



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2022-329

Agenda Date: 1/24/2022

Public Safety Advisory Committee (PSAC)



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-944

Agenda Date: 8/28/2023

Approval of minutes from the July 24, 2023 board meeting.

Minutes
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, July 24, 2023

12:00 PM

Rosa Parks Boardroom

I. Call to Order

12:05 p.m. Meeting Called to Order

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

II. Public Comment:

Lavon Reed, Debra Miller, Zenobia Joseph, and Audrea Diaz provided public comments.

III. Advisory Committee Updates:

IV. Board Committee Updates:

1. Operations, Planning and Safety Committee

With the committee chair absent, no OPS Committee report was given this month.

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

V. Consent Items:

A motion was made by Board Member Pool to approve the Consent Agenda. The motion carried by the following vote:

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

1. Approval of minutes from the June 2, 2023 special board meeting, June 6, 2023 Tri-party meeting, and June 26, 2023 board meeting.
2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a modification to Contract No. 200770 with SHI Government Solutions to add additional funding of \$201,280 to address expanded Microsoft Office 365 and related licensing needs with a contingency of \$200,000 for a total new contract amount not to exceed \$1,832,671.

3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a modification to an existing contract with UNUM for basic life and AD&D insurance, long term and short term disability insurance, FMLA administration paid by Capital Metro, and voluntary life, long term disability buy up, accident, whole life and critical illness voluntary insurance products paid by employees, to increase the contract amount by \$1,600,000, for a new total not to exceed amount of \$3,352,882.
4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a modification to an existing contract with Bright Horizons Family Solutions to extend the contract for a 6-month period, from September 1, 2023 to February 29, 2024, in an amount not to exceed \$613,087.
5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an interlocal agreement with the City of Austin for use of the Greater Austin-Travis County Regional Radio System (GATRRS) for purposes of CapMetro's Transit Police and Public Safety and Emergency Management Departments, for a base term of one (1) year and optional renewal periods subject to annual budget appropriations.
6. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an interlocal agreement with Austin Community College for student and employee transit passes for a one (1) year base period, September 1, 2023, to August 31, 2024, and four (4) optional extension periods for a not-to-exceed amount of \$477,988 per year.

VI. Action Items:

1. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an interlocal agreement with Austin Transit Partnership (ATP) for the reimbursement of certain capital costs for the McKalla Station MetroRail projects to CapMetro in the amount of \$25,000,000, as part of the Project Connect program.

This item was taken up after the board's Executive Session.

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

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

2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an interlocal agreement with the City of Austin for a period of three (3) years, with an option to extend for an additional three years, for the reimbursement of CapMetro's costs to design, manage, and construct transit facilities the City has identified as necessary for the mitigation of traffic impacts, for a total reimbursement to CapMetro not to exceed \$5,000,000.

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

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

3. Approval of a resolution appointing John Langmore to serve as the Community Expert Director - Finance on the Austin Transit Partnership Board of Directors in a term that shall run through January 2025.

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

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

VII. Discussion Items:

1. FY2024 Budget Proposal

VIII. Report:

1. President & CEO Monthly Update

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

Into Executive Session: 12:34 p.m.

Out of Executive Session: 1:01 p.m.

Section 551.071 for Consultation with an Attorney regarding legal issues concerning a proposed interlocal agreement with Austin Transit Partnership for the reimbursement of certain capital costs for the McKalla Station MetroRail projects, as part of Project Connect

XI. Items for Future Discussion:

XII. Adjournment

1:27 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: Jeffrey Travillion, Chair; Leslie Pool, Vice Chair; Becki Ross, Secretary; Eric Stratton, Paige Ellis, Matt Harriss, Dianne Bangle and Chito Vela.

The Board of Directors may go into closed session under the Texas Open Meetings Act. In accordance with Texas Government Code, Section 551.071, consultation with attorney for any legal issues, under Section 551.072 for real property issues; under Section 551.074 for personnel matters, or under Section 551.076, for deliberation regarding the deployment or implementation of security personnel or devices; arising regarding any item listed on this agenda.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-923

Agenda Date: 8/28/2023

SUBJECT:

Approval of a resolution appointing Stacy Landry to the Access 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 Access Advisory Committee provides valuable insight and recommendations to the Board of Directors to assist in making riding Capital Metro services safe, reliable, and accessible.

BUSINESS CASE: Does not apply.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on August 28, 2023.

EXECUTIVE SUMMARY: Pursuant to Section 451.107, Texas Transportation Code, and the Capital Metro Board of Directors Bylaws, the Board of Directors established the Access Advisory Committee as part of a comprehensive community involvement strategy to provide input to the Board of Directors on decisions that affect the Authority.

Based on a recommendation from the Capital Metro President/CEO each member of the Board of Directors appoints

one member of the committee, with the exception of the Chair who appoints two members. At this time, Board Member Chito Vela recommends Stacy Landry as his appointee to fill a vacant position on the Access Advisory Committee.

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-2023-923

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 and Capital Metro seek informed consent from the public by providing equitable access to decision making and offering opportunities to provide input from a representative set of the population that reflects the interests of the community when transportation decisions are made; and

WHEREAS, there exists a need to fill a vacant position on the Access Advisory Committee.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that Stacy Landry is named to the Access Advisory Committee to serve a term concurrent with the term of Board Member Chito Vela.

**Secretary of the Board
Becki Ross**

Date: _____

Board of Directors

Item #: AI-2023-892

Agenda Date: 8/28/2023

SUBJECT:

Approval of a resolution re-appointing Terry Follmer to the position of Vice President, Internal Audit for a term of five years.

FISCAL IMPACT:

Funding for this action is available in the FY2023 Operating Budget.

STRATEGIC PLAN:

Strategic Goal Alignment:

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

Strategic Objectives:

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

EXPLANATION OF STRATEGIC ALIGNMENT: Appointment of an internal auditor promotes an effective system of internal controls that safeguards public funds and assets and minimizes incidences of fraud, waste and abuse.

BUSINESS CASE: The Vice President, Internal Audit reports to the Board updating the Finance, Audit and Administration Committee monthly with information on all external audit programs and internal audit projects. The goals and objectives of the Vice President, Internal Audit are linked to the approved Audit Plan.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Finance, Audit and Administration Committee on August 14, 2023.

EXECUTIVE SUMMARY: Under Texas Transportation Code Section 451.458, the Board of Directors is required to appoint a qualified individual to perform auditing services for a term of five (5) years. The internal auditor

must report directly to the Board of Directors and may only be removed from the position by a vote of at least three-fourths of the Board membership. There are no statutory restrictions on reappointment. On January 9, 2018, the Board of Directors appointed Terry Follmer to the position of Vice President, Internal Audit, for a term of five years. This resolution re-appoints Terry Follmer to the position of Vice President, Internal Audit, for a term of five years effective January 9, 2023, through January 8, 2028.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Not applicable.

RESPONSIBLE DEPARTMENT: People & Culture

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-892

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors recognizes the need to appoint an internal auditor;

WHEREAS, the Board appointed Terry Follmer, Vice President, Internal Audit, to a five-year term beginning on January 9, 2018.

NOW, THEREFORE, BE IT RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors hereby re-appoints Terry Follmer to the position of Vice President, Internal Audit, for a term of five years beginning on January 9, 2023, through January 8, 2028.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2023-768

Agenda Date: 8/28/2023

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Via Transportation, Inc. for transit on-demand system hosting, maintenance, and support in support of Pickup for a one (1) year base and four (4) one-year options in an amount not to exceed \$2,307,060.

FISCAL IMPACT:

Funding for this action is available in the FY2023 Operating Budget.

STRATEGIC PLAN:

Strategic Goal Alignment:

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

Strategic Objectives:

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

EXPLANATION OF STRATEGIC ALIGNMENT: The Via Transportation platform is used for CapMetro's Pickup transit on-demand service to provide a high quality customer experience by allowing customers to obtain transit service in real time.

BUSINESS CASE: The transit on-demand software supports CapMetro's Pickup on-demand neighborhood service. This technology provides a solution for transit access in areas where development is not dense enough to support fixed-route service.

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

EXECUTIVE SUMMARY: The on-demand neighborhood service is a fully-functional, ADA-compliant, shared-ride solution and is operated as a complement to existing public transportation in the region. This contract will continue to provide the transit on-demand technology necessary to provide the neighborhood service. The contract for hosting, maintenance, and support will have a one-year base with four optional one-year terms for maintenance and support and to add additional on-demand mobility zones as the program expands as part of Project Connect.

DBE/SBE PARTICIPATION: No goal was set as this is a sole source procurement.

PROCUREMENT: On June 28, 2023, a Request for Proposal Sole Source was issued and advertised. The proposal from Via Transportation, Inc. was received by the due date of July 17th, prior to 3:00 p.m. The proposal was reviewed in all aspects of pricing and technical approach. The proposal from Via Transportation, Inc. was determined to be the best value to the Authority, price, and other factors considered. The contract is an indefinite delivery/indefinite quantity contract for a one (1) year base period and four (4) one-year option periods.

Description	Total Award
Base Period - Maintenance & Warranty (Hosting/Licensing)	\$362,520.00
Option Period 1 - Maintenance & Warranty (Hosting/Licensing)	\$409,140.00
Option Period 2 - Maintenance & Warranty (Hosting/Licensing)	\$459,420.00
Option Period 3 - Maintenance & Warranty (Hosting/Licensing)	\$510,960.00
Option Period 4 - Maintenance & Warranty (Hosting/Licensing)	\$565,020.00
Not to Exceed Total	\$2,307,060.00

RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-768

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management recognize the need to continue providing service in areas that are not able to support high capacity fixed route through an on-demand neighborhood service and providing flexibility to implement service in additional areas as the program expands.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a contract with Via Transportation, Inc. for transit on-demand system hosting, maintenance, and support in support of Pickup for a one (1) year base and four (4) one-year options in an amount not to exceed \$2,307,060.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2023-902

Agenda Date: 8/28/2023

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a building lease with CFJ Manufacturing, LP (CFJ), for approximately 1,027.5 rentable square feet within CapMetro’s administrative offices at 624 N. Pleasant Valley Road, Austin, Texas 78702 for a base period of eight (8) months, for a total amount of \$22,606 paid to CapMetro.

FISCAL IMPACT:

This item is revenue generating. Please refer to executive summary for clarification.

STRATEGIC PLAN:

Strategic Goal Alignment:

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

Strategic Objectives:

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

EXPLANATION OF STRATEGIC ALIGNMENT: CapMetro takes pride in creating value and convenience for its employees. Allowing CFJ to occupy a small space within CapMetro’s administrative building will ensure a safe and convenient onsite uniform store for CapMetro employees.

BUSINESS CASE: CFJ’s is CapMetro’s uniform supply vendor and their contract requires them to operate a uniform store. Allowing CFJ to lease out space within the CapMetro Building located at 624 N. Pleasant Valley will promote safety and convenience for CapMetro’s employees and generate rent revenue for CapMetro. Board authorization is required to offer space within CapMetro property to a private party.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval at the Operations,

Planning and Safety Committee meeting on August 14, 2023.

EXECUTIVE SUMMARY: CFJ's contract requires the vendor to operate a uniform store. CapMetro has 1,027.5 square feet of space within 624 N. Pleasant Valley that the Authority is willing to make available for lease, and a lease to CFJ would allow CapMetro employees the convenience of shopping and ordering uniforms in a safe environment within proximity of CapMetro's East Austin Bus Facility. The Commencement Date of the building lease is May 1, 2023 and the lease term expiration date is December 31, 2023, which aligns with the expiration of CFJ's current contract. CFJ has agreed to pay CapMetro \$2.75 per square foot per month for the space, in addition to the benefits provided to CapMetro by locating the store in such close proximity to the Bus Facility. This equates to a rental rate of \$33.00 per square foot annually, for a total amount paid to CapMetro of \$22,605.04.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Bus Operations and Maintenance Oversight

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-902

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management seek to provide high-quality, low-cost transportation services to CapMetro customers by continually identifying ways to improve efficiency and cut administrative costs; and

WHEREAS, CapMetro’s contract with CFJ Manufacturing, LP for uniform supply requires the vendor to provide a storefront for CapMetro employees to purchase uniforms; and

WHEREAS, CapMetro has identified 1,027.5 square feet within its administrative building located at 624 N. Pleasant Valley Road as surplus space that could be made available for private use; and

WHEREAS, a lease of this space to CFJ for its uniform store would provide CapMetro employees a convenient location to purchase their uniforms; and

WHEREAS, state law requires Capital Metropolitan Transportation Authority Board of Directors authorization to lease out CapMetro property for private use.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a building lease with CFJ Manufacturing, LP (CFJ), for approximately 1,027.5 rentable square feet within CapMetro’s administrative offices at 624 N. Pleasant Valley Road, Austin, Texas 78702 for a base period of eight (8) months, for a total amount of \$22,606 paid to CapMetro.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2023-911

Agenda Date: 8/28/2023

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an interlocal agreement (ILA) with the City of Austin for the installation, configuration, maintenance and repair or lease of public safety equipment and systems related to the Greater Austin-Travis County Regional Radio System (GATRRS) for an estimated amount of \$15,000 per fiscal year during the term of the ILA.

FISCAL IMPACT:

Funding for this action is available in the FY2023 Capital Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

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

Strategic Objectives:

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

EXPLANATION OF STRATEGIC ALIGNMENT: This interlocal agreement will support CapMetro’s commitment to providing a safe and reliable transit system for our customers. CapMetro’s use of the Greater Austin Travis Regional Radio System (GATRRS) ensures CapMetro’s effectiveness in responding to public safety incidents on the CapMetro system and supports the interdependencies with our local and regional public safety partners. This agreement ensures that the equipment and systems used for the GATRRS are effectively integrated and supported with consistent maintenance and repair provided through the City of Austin as needed.

BUSINESS CASE: Ensuring the safety of the CapMetro system requires a timely and effective response to public safety emergencies. Effective emergency communications equipment is critical to safe and effective delivery of CapMetro Transit Police services. As the GATRRS Program Manager, the City of Austin provides the specialized installation and maintenance services CapMetro needs as a GATRRS associate member.

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

EXECUTIVE SUMMARY: This is an interlocal agreement with the City of Austin for installation, configuration, or maintenance, and/or repair or lease of public safety equipment and systems for GATRRS. CapMetro has a separate interlocal agreement with the City for general use of the system which was approved by the CapMetro Board in July 2023. As a participating member of GATRRS, CapMetro needs to ensure effective internal emergency communications by the CapMetro Transit Police, and regional communications with other Public Safety and Emergency Management Departments. This ILA provides CapMetro access to the specialized services of the City of Austin Wireless Communication Services Division for the installation and maintenance of the equipment used to access the GATRRS.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Public Safety and Emergency Management

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-911

WHEREAS, CapMetro’s participation in the Greater Austin-Travis County Regional Radio System (GATRRS) ensures CapMetro’s effectiveness in responding to public safety incidents on the CapMetro system and supports the interdependencies with CapMetro’s local and regional public safety partners; and

WHEREAS, as a participant in the GATRRS, CapMetro will need specialized technical support services and equipment from the City of Austin for the equipment used to access the GATRRS.

NOW, THEREFORE, BE IT RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors authorizes the President & CEO, or her designee, to finalize and execute an interlocal agreement (ILA) with the City of Austin for the installation, configuration, maintenance and repair or lease of public safety equipment and systems related to the Greater Austin-Travis County Regional Radio System (GATRRS) for an estimated amount of \$15,000 per fiscal year during the term of the ILA.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2023-912

Agenda Date: 8/28/2023

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to modify contract # 200455 with AmericanEagle for the remaining hosting, maintenance, and support of the web content management system for a total new contract amount not to exceed \$695,725.

FISCAL IMPACT:

Funding for this action is available in the FY2023 Operating Budget.

STRATEGIC PLAN:

Strategic Goal Alignment:

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

Strategic Objectives:

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

EXPLANATION OF STRATEGIC ALIGNMENT: The web content management system (CMS) operates CapMetro.org used by customers to receive a high quality customer experience from CapMetro.

BUSINESS CASE: The CMS manages the content of the information presented on capmetro.org through software which provides website authoring, collaboration, and administration tools. The CMS ensures our ability to have content effectively presented, ensure website uptime of greater than 99%, as well as adding new features and functionality when the business demands.

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

EXECUTIVE SUMMARY: The Web Content Management System (CMS) manages the content of the information presented on capmetro.org through software. This work is imperative to ensure the Agency's ability to have web content effectively presented, have greater than 99% website uptime, and add new features and functionality when the business demands.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: The CapMetro Board of Directors previously authorized CapMetro to enter into a contract with AmericanEagle for a two-year base period and three option years. A contract was subsequently awarded to AmericanEagle on October 2, 2019, and the 3-year term began on October 11, 2019. This contract modification will add \$83,790 for licenses, warranty, and support in the final option year of the current contract.

RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-912

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management recognize the need to maintain the web content management system in the state of good repair.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to modify contract # 200455 with AmericanEagle for the remaining hosting, maintenance, and support of the web content management system for a total new contract amount not to exceed \$695,725.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2023-913

Agenda Date: 8/28/2023

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Turbo Images for vinyl bus wraps parts and installation of CapMetro’s Novabus fleet in a total not to exceed amount of \$639,783.

FISCAL IMPACT:

Funding for this action is available in the FY2023 Operating Budget.

STRATEGIC PLAN:

Strategic Goal Alignment:

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

Strategic Objectives:

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

EXPLANATION OF STRATEGIC ALIGNMENT: Provide a great customer experience by maintaining the appearance and condition of the revenue bus fleet. Presenting a consistent and uniform appearance across the CapMetro bus fleet assists customers in readily identifying and meeting their transportation needs.

BUSINESS CASE: The CapMetro Novabus vehicle fleet was painted and launched with the first two MetroRapid routes in that began in 2014. To maintain the vehicle’s appearance and a state of good repair, a vinyl bus wrap will be installed on the fleet of vehicles.

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

EXECUTIVE SUMMARY: The CapMetro Novabus vehicle fleet was branded and launched with the first two MetroRapid routes in 2014. To maintain the vehicle's appearance and a state of good repair, a vinyl bus wrap will be installed on the fleet of vehicles. This will make this vehicle fleet have consistent branding with the new buses being added to the CapMetro fleet.

DBE/SBE PARTICIPATION: Other: A 0% goal was determined because the procurement for bus wraps only included one work description to be performed by a company that does bus wrap services and does not include subcontract opportunities.

PROCUREMENT: On April 20, 2023, a Request for Proposal was issued and formally advertised for the performance of Bus Rapid Transit Vehicle Livery Services on fifty-five (55) Nova Diesel Buses. By the closing date of May 31, 2023, three (3) proposals were received. The evaluation team used the following factors in their evaluation of proposals: 1) The offeror's demonstrated understanding of the project undertaking, the proposed plan for the performance of the work (including quality of the work plan) and the technical approach (including methodology) proposed by the offeror; 2) The offeror's demonstrated relevant work experience and capabilities of the firm as a whole as well as proposed project personnel and any subcontractors on projects of a similar size, scope, complexity, and nature; 3) The offeror's demonstrated past performance on projects of this scope and nature. The proposal from Turbo Images Corporation was determined to be the best value to the Authority, price and other factors considered. The term of the contract is one hundred fifty (150) days from the Notice to Proceed (NTP) for an amount of \$639,782.96.

RESPONSIBLE DEPARTMENT: Operations and Maintenance Oversight

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-913

WHEREAS, the Capital Metropolitan Transportation Authority board of directors and Capital Metro management endeavor to provide a great customer experience by maintaining the appearance and condition of the revenue bus fleet.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a contract with Turbo Images for vinyl bus wraps parts and installation of CapMetro's Novabus fleet in a total not to exceed amount of \$639,783.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2023-919

Agenda Date: 8/28/2023

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Rio Grande Pacific Technology, Inc. for the construction of the I-35/4th Street Pedestrian Crossings Preemption project for \$358,038, plus 20 percent contingency, for a total not to exceed the amount of \$429,646.

FISCAL IMPACT:

Funding for this item is included in the proposed FY2024 Capital Budget.

STRATEGIC PLAN:

Strategic Goal Alignment:

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

Strategic Objectives:

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

EXPLANATION OF STRATEGIC ALIGNMENT: The I-35/4th Street Pedestrian Crossings will provide traffic signal preemption and a protected crosswalk for people walking and riding bikes at both the northbound and the southbound frontage roads of I-35 at 4th Street, adjacent to the CapMetro rail right of way.

BUSINESS CASE: CapMetro, the City of Austin, and the Texas Department of Transportation (TxDOT) agree on the need for a safe pedestrian and bike trail crossing at I-35 and 4th Street. Currently, people riding bikes or walking must cross the frontage roads unprotected; this includes rail passengers who may be accessing the Downtown Station from the Plaza Saltillo area. Therefore, CapMetro, the City of Austin, and TxDOT agree to partner on the installation of new traffic signals requiring cars to stop so people may cross safely.

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

EXECUTIVE SUMMARY: The City of Austin will design and install new traffic and pedestrian/bike signals at the north and southbound frontage roads of I-35 and East 4th Street located near Downtown Austin. These new traffic signals will generally be parallel to the railroad grade crossing at I-35 and East 4th. Small portions of the conduit infrastructure have already been installed by CapMetro under the recent Downtown Station construction. The City's responsibility includes the construction of new traffic and pedestrian/bike signals. CapMetro's responsibility includes ensuring the new traffic signals and controller are properly coordinated and integrated with CapMetro's railroad signal system. CapMetro will provide and install railroad signal infrastructure and cabling to integrate the necessary changes within the adjacent railroad signal bungalows and RailComm software to insure signal pre-emption.

DBE/SBE PARTICIPATION: Rio Grande Pacific Technology indicated 0% SBE participation on the project and will be self-performing the work. The company's portion will include the coordination of the railroad signal system, which will be performed in-house.

PROCUREMENT: On May 18, 2023, an Invitation for Bids was issued and formally advertised. By the closing date of June 20, 2023, one (1) bid was received by Rio Grande Pacific Technology, Inc. for \$546,756.96. Since only one bid was received, negotiations are allowed. A revised bid price was negotiated for \$358,037.61.

The price was determined to be fair and reasonable and Rio Grande Pacific Technology was deemed responsive and responsible. The contract term is one (1) year from the Notice to Proceed.

RESPONSIBLE DEPARTMENT: Capital Construction and Design

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-919

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

WHEREAS the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro Management recognize the need to complete the signal Preemption for pedestrian crossing of the north and southbound frontage roads located at IH-35 and East 4th Street.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a contract with Rio Grande Pacific Technology, Inc. for the construction of the IH-35/4th Street Pedestrian Crossings Preemption project for \$358,038 plus a 20% contingency, for a total not to exceed the amount of \$429,646.

Date: _____

**Secretary of the Board
Becki Ross**



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2022-585

Agenda Date: 9/26/2022

President & CEO Monthly Update



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-935

Agenda Date: 8/28/2023

Memo: Proposed January 2024 Service Changes (August 10, 2023)

To: CapMetro Board of Directors
 From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer
 Date: August 10, 2023
 Re: Proposed January 2024 Service Changes

Service changes provide CapMetro an opportunity to adjust its services to meet the needs of customers and efficiently use our resources. Service changes occur up to three times a year typically in January, June, and August. These changes coincide with local school and university calendars.

The service change process is guided by the revised Service Standards and Guidelines, which the board approved at its June 2023 board meeting. CapMetro’s service change process is illustrated below (Figure 1) and additional information about how service changes are developed, evaluated, approved and ultimately implemented is available on our website at capmetro.org/servicechange.

Figure 1: CapMetro Service Change Process



The proposed January 2024 service change process includes a robust community engagement phase that involves notifying elected officials, key stakeholders, and communities at-large, and soliciting input from potentially impacted interests. CapMetro will share information about its proposed January 2024 service changes, review community feedback, and summarize its community engagement efforts prior to bringing the proposed service change to the board for approval in October 2023. A public involvement plan is included in Appendix C.

These proposed changes are classified as a major service change since routes are recommended for discontinuance or there is a major modification which causes a 25% or greater change in the number of daily service hours provided. Therefore, a public hearing is required, and the community will have

an opportunity to formally comment on the proposed service changes during a scheduled public hearing before the board considers acting on this item.

The following is a high-level summary of the proposed service changes for January 2024.

- **Discontinuation of Service Suspension and Service Change for Reductions** – Service suspensions on Express routes 981 and 987, E-Bus are proposed to become permanent. Daily service frequency reductions on Routes 18, 217, & 335 would now be an official service change. These routes consistently had the lowest average daily ridership and lowest performance when compared to other High-Frequency Routes.
- **Minor Bus Schedule Adjustments** – To improve on-time performance, select routes may receive minor adjustments to their schedules.
- **Minor Rail Schedule Adjustments** – Rail on Weekdays and/or Saturdays may receive minor schedule adjustments to ensure more efficient and reliable service.
- **New Pickup Zone** – Implement a new Dove Springs Pickup zone in southeast Austin that will provide a flexible service in southeast Austin and a connector to the future Pleasant Valley MetroRapid service.

The proposed changes are in accordance with CapMetro’s proposed FY 2024 budget. If approved, the changes would be implemented on Sunday, January 14, 2024. Appendix A describes the specifics of the recommendations.

Bus

As part of our ongoing commitment to best serve the community and stewarding limited resources responsibly, CapMetro implemented several data-driven service adjustments and reallocations during the pandemic. We faced challenges maintaining service levels due to a shortage of operators, mechanics, vehicles, replacement parts, and numerous other unexpected changes. In March of 2020, we temporarily suspended Express Routes 981 and 987, and in September of 2021, we temporarily suspended E-Bus service and reduced daily service frequencies on Routes 18, 217 and 335. The decision to temporarily suspend these services and reduce frequencies was not taken lightly but was treated as a necessary step to efficiently distribute limited resources to provide reliable service for our customers overall.

CapMetro’s original intention was to restore these routes to their original service levels once various resources were available and transit demand returned. However, determining the timelines and processes for restoring service has proven to be unpredictable given the number of factors that influence this process -- recruitment, successful hiring, availability of vehicles and replacement parts, to name a few. In addition, there have been long-lasting shifts in travel patterns and demand that continue to necessitate reallocating limited CapMetro resources to other services.

Prior to the start of the pandemic, Routes 18, 217, & 335 consistently had the lowest average daily ridership and lowest performance when compared to other High-Frequency Routes. They continued to have low performance compared to other High-Frequency Routes during the pandemic. When CapMetro needed to reduce service in fall of 2021, these routes were selected due to lagging ridership. By providing service on these routes every 30 minutes, we aim to ensure that customers still have access to transit. The reclassification does not apply to temporary weekend frequency reductions for

our High-Frequency routes. CapMetro still plans to reinstate 15-minute weekend frequencies for our High-Frequency routes once resources become available.

Commuter routes continue to have low ridership due to changing work patterns. The proposed discontinued Routes 981 and 987 have viable substitutes that ensure continued transportation options for commuters. More specifically, customers who use Route 981 can utilize Route 982 as an alternative, and those who use Route 987 have the option to switch to the Red Line and Route 985.

E-Bus service (Routes 410, 411, and 412) previously operated on Thursday, Friday, and Saturday nights from 10:00 p.m. to 3:00 a.m. during the University of Texas' Fall and Spring semesters. Before the suspension, ridership on the E-Bus had been declining as students chose other options to travel downtown. CapMetro temporarily suspended E-Bus service during Fall 2021 and encouraged customers to utilize our Night Owl service as a viable alternative with 6-days-a-week year-round service.

Staff recommends discontinuing the suspended service status of these service adjustments and confirming an official service change, based on current availability of resources, and needs. The update ensures that we are reliably meeting our established service levels and communicating clearly and transparently to our customers and the public. The board reviewed a Title VI service equity analysis for the suspension of Routes 981 and 987 in January 2022. A service equity analysis for E-Bus and Routes 18, 217 & 335 showed no disparate impact or disproportionate burden on our customers. Both service equity analysis memos are included in Appendix B.

Pickup

Pickup has provided over 650,000 trips since its inception on June 3, 2019, and ridership continues to increase in 2023. The service is currently providing an average of 1,351 weekday trips. Pickup's continued popularity drives CapMetro to expand this service to other parts of our service area.

Staff proposes a new zone, Pickup Dove Springs, that will provide a flexible service in southeast Austin and a connector to the future Pleasant Valley MetroRapid service. Pickup Dove Springs was planned to provide a neighborhood and activity-centered transit solution in an area of Austin that has been historically underinvested in and where typical fixed route transit services were inefficient due to the current geography and street grid connectivity. Pickup Dove Springs is planned to launch in January 2024 before the future Pleasant Valley MetroRapid and will provide first/last mile service to Route 7, Route 311 and Route 333. The zone will be bordered by IH-35 to the west, E. Ben White Blvd to the north, E. Stassney Ln to the east, and E. William Cannon Dr. to the south (see Appendix D for map). Pickup Dove Springs will include destinations such as HEB, Travis County Association for the Blind, Austin Lighthouse for the Blind, the future site of the Dove Springs Medical Center and numerous schools, elementary through high school.

Initial public engagement efforts for Pickup Dove Springs began on May 11, 2023, with the launch of an online survey and concluded on June 25, 2023. CapMetro's Community Engagement team informed stakeholder groups and key leaders of the proposed new service and reached out to select businesses and organizations throughout the proposed zone to seek input on destinations, service levels and other zone details. CapMetro sent 12,000 postcards to Dove Springs businesses and residents encouraging survey participation, held two public meetings, engaged local schools, conducted at-stop outreach, led information sessions at six community-based events in and around the proposed zone, and promoted the survey on social media. Staff provided English and Spanish engagement materials

and created accessible documents for meeting with the Lighthouse for the Blind, including accessible PowerPoint and recorded presentations, large-text posters, and braille materials. More than one hundred surveys were received because of these efforts.

The zone would launch on Monday, January 15, 2024. Two vehicles would operate simultaneously between 6am – 7pm Monday-Friday. The number of vehicles could increase after the zone launches based on demand and ability to meet our 15-minute response time. The average monthly cost is expected to be \$51,000 to operate, which is in accordance with CapMetro’s proposed FY 2024 budget.

Regional Coordination

The CapMetro Government Affairs team, in close coordination with Planning and Development staff continues to facilitate engagement opportunities and ongoing communication with all cities within CapMetro’s service area. As part of the update to the Service Standards and Guidelines, staff met with member cities and non-member regional partners, in coordination with the Regional Transportation Coordination team, to explore ways to strengthen our service change process. These discussions helped shape our conversations around incorporating regional feedback in service change processes. A memo updating the board on staff’s member city outreach was provided in the July 24th board meeting agenda packet.

In addition, CapMetro’s Regional Planning team, in close coordination with Government Affairs staff, facilitates partnerships, Transit Development Plans (TDPs) and transit service agreements with jurisdictions within the Central Texas urbanized area, but outside of the CapMetro service area. The team is working with Buda, Pflugerville, and Travis County on their TDPs. There will be several agreements with regional partners to continue transit service into FY24 September Board meeting.

As we develop service change proposals, staff will work with each jurisdiction to solicit input, understand their concerns, evaluate existing and future services, identify any practicable solutions and address issues that may occur. In the future, all service evaluations will follow the process outlined in the updated Service Standards and Guidelines, allowing for several points of engagement with the public. As part of CapMetro’s upcoming Service Planning process, staff will also coordinate on communicating proposed service changes to help facilitate an exchange of information and understanding among our regional partners and address any concerns.

Service Planning

While the proposed January 2024 Service Change includes discontinuing suspended service and making permanent service changes to select routes, staff are about to start CapMetro’s next 5-10-Year Transit Plan. Our previous 5-10-year plan, Connections 2025, yielded our most recent transit system re-design, Cap Remap, that increased the frequency and reliability of our services and resulted in a month-over-month, year over year increase in ridership from June 2018 until March 2020. The upcoming service planning effort will culminate in a detailed implementation and vision plan to coordinate and implement all current and future CapMetro services in a way that aligns with community needs today. During this process we will identify how people are traveling in the central Texas region and evaluate the entire system to identify where services are meeting our customer’s needs and where there are opportunities for improvements. During this process, CapMetro will meaningfully engage with the community and prioritize a public participatory and inclusive process to ensure we capture representative feedback and equip the board with information to make informed decisions.

Should Board Members have any questions regarding the proposed changes, they should contact Ed.Easton@capmetro.org.

Appendixes

- Appendix A – Summary of January 2024 Proposed Service Changes
- Appendix B – August 2021 Service Change Equity Analysis (distributed to the Board in November, 2021)
- Appendix C – Proposed Dove Springs Pickup Zone Map



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-942

Agenda Date: 8/28/2023

Memo: New North Base Demand Response Facility (August 15, 2023)

To: CapMetro Board of Directors
From: Marcus Guerrero, Director for New Facility Development, CapMetro
Date: August 15, 2023
Subject: New North Base Demand Response Facility Project

CapMetro teams will begin community engagement on the North Base Demand Response Facility in September 2023. Ahead of launching the public effort, this memo is intended to provide an overview of the facility and the project goals for Board Members.

The new facility will include approximately 128,000 square feet of building area, and is needed to optimize and consolidate operations, maintenance, and administrative functions for the growing CapMetro Access and Pickup services. Additionally, a new North Base Demand Response Facility is in line with the agency's long-term financial sustainability and efficiency by eliminating current reliance on leased operational facilities.

This new facility is being developed as part of CapMetro's Facility Master Plan and is the first new facility to be built by CapMetro since our North Operations Facility (near Burnet Road and US 183) was built in 2008. Funding for this project is included in CapMetro's five-year Capital Investment Plan (CIP) and is not part of the Project Connect Program. The project is currently estimated at \$120 million which includes a \$20 million discretionary grant from the Federal Transit Administration (FTA). The CapMetro Board approved the purchase of this property in February 2022.

Location:

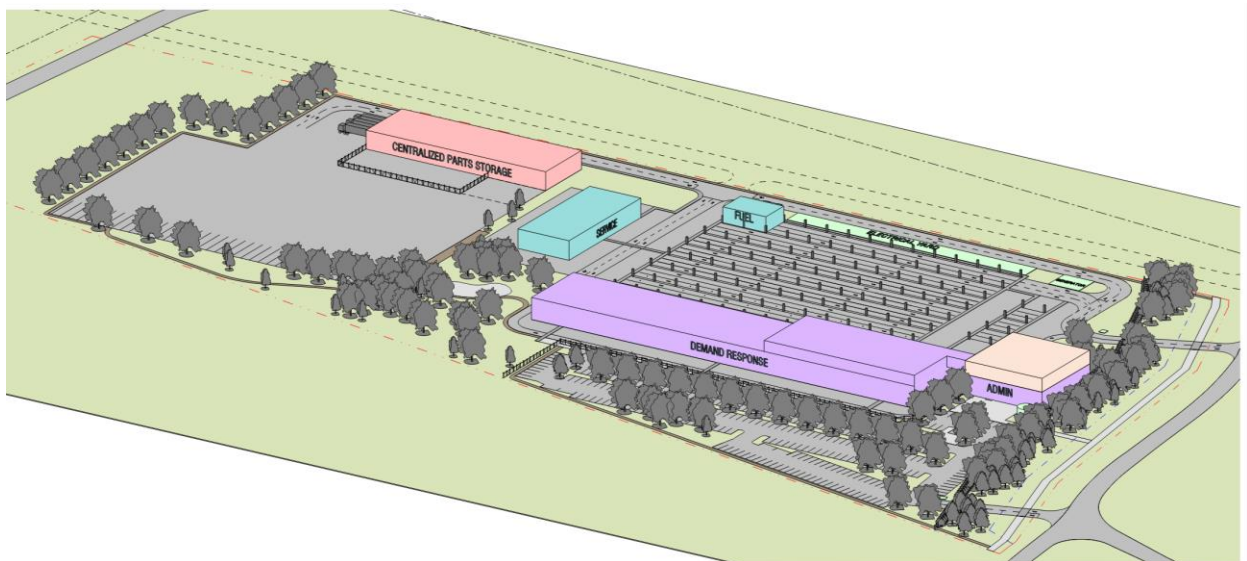
The new facility will be located on 25 acres of undeveloped land at 10805 Cameron Road (near the intersection of Cameron Road and Blue Goose Road), in the City of Austin's extra-territorial jurisdiction in unincorporated Travis County. The site is mostly surrounded by undeveloped farmland and a public landfill to the southeast. The nearby neighborhoods of interest include Pioneer Crossing, Springdale Heights, and Harris Branch.



Program:

The new facility will accommodate the following:

- 220 CapMetro Access & Pickup vehicles
- Maintenance bays
- Fueling & service island
- Operations & administrative staff
- Dispatch
- Demand Response customer call center
- Training & conference rooms
- Central warehouse & storage building to replace current lease space
- Vehicle training course
- Visitor & staff parking
- Provisions for future Zero-emissions Bus (ZEB) fleet
- New off-site utility connections
- Solar panels to generate electricity for the facility and fleet, and an at least partial-covered yard to protect vehicles.



*Conceptual rendering, not the final design

Community Benefits

Community Space: The facility will include some meeting space designed for both CapMetro and community use. The design, details, and logistics of the community space are still under development and will be discussed further as part of the community engagement efforts.

Sustainability: Design and certification for sustainability features will be included in alignment with CapMetro’s Sustainability Vision Plan, which incorporates several sustainable features, such as solar panels, energy-efficient fixtures, HVAC, recycled materials, water conservation measures, etc. The design of the facility will also be forward-thinking in terms of transitioning to a zero-emission vehicle fleet in the future.

Creation of jobs: When fully operational, the facility will support not only current operations and maintenance for Demand Response service, but will also be able to grow as we continue to enhance CapMetro Access and Pickup in the future. Jobs housed at this location include operators, vehicle technicians, dispatchers, vendors, contractors, and administrative staff.

Construction of the facility will also create a boost in construction crews and materials. These jobs will provide competitive salaries and benefits and will help to support the local economy.

Public Art: The project will incorporate new public art through the CapMetro Art program in which a local artist will be engaged to create art that represents the community.

Stakeholder Engagement

Community Engagement will launch in September 2023. We will engage a diverse range of stakeholders, including nearby neighborhoods, community members, community-based organizations (CBOs), local government agencies, and internal staff through our Public Involvement Plan (PIP). The PIP will be coordinated with the Title VI Equity Analysis, and we will seek valuable feedback and insights regarding the use of the community space, community communication preferences, and general concerns.

Key goals of the community engagement process are to:

- Hold community meetings to gather feedback from nearby residents and stakeholders.
- Create an online survey to allow people to share ideas and preferred communications.
- Keep the public informed of project updates and construction impacts through our website and social media channels.

Diversity, Equity, & Inclusion (DEI)

The project includes a Title VI Equity analysis and an Environmental Justice analysis per the Federal Transit Administration (FTA) requirements. All design and construction contracts will include provisions to comply with CapMetro's Disadvantaged Business Enterprise (DBE) policies.

Key milestone dates

- The 15% design phase was recently completed in May 2023
- Environmental clearance approval from the Federal Transit Administration (which includes an Environmental Justice analysis) was completed in early August 2023
- Community Engagement will launch September 2023
- 30% design will begin September 2023
- Final design and permitting during 2024
- Construction will begin in 2025
- Facility forecast to be operational in 2027

Key activities currently in progress

- Title VI Equity Analysis per Federal Transit Administration requirements
- Traffic Impact Study with Travis County
- Utility coordination with Austin Water Utility and Austin Energy

As always, if you have any questions regarding this update, please reach out to Ed Easton (Ed.Easton@capmetro.org) and he will coordinate a response or a briefing time.