



**Agenda**  
**Capital Metropolitan**  
**Transportation Authority**  
**Operations, Planning and Safety**  
**Committee**

2910 East 5th Street  
Austin, TX 78702

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**Wednesday, December 8, 2021**

**2:00 PM**

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

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

**I. Public Comment**

**II. Action Items**

1. Approval of minutes from the October 13, 2021 Operations, Planning and Safety Committee meeting.
2. 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.
3. 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.
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 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.
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 Hybrid Heavy Duty Utility Type Security Vehicles for the Capital Metro Public Safety Department in an amount not to exceed \$425,744.

**IV. Items for Future Discussion**

## V. 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](mailto:ed.easton@capmetro.org) if you need more information.*

*Committee Members: Ann Kitchen, Chair; Jeffrey Travillion, Pio Renteria and Eric Stratton..*

*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

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Operations, Planning and Safety Committee **Item #:** AI-2021-249

**Agenda Date:** 11/10/2021

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Approval of minutes from the October 13, 2021 Operations, Planning and Safety Committee meeting.



**Minutes**  
**Capital Metropolitan**  
**Transportation Authority**  
**Operations, Planning and Safety**  
**Committee**

2910 East 5th Street  
Austin, TX 78702

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**Wednesday, October 13, 2021**                      **12:30 PM**                      **2910 East 5th Street, Austin, TX 78702**

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12:42 p.m. Meeting Called to Order

<b>Present</b>	Jeffrey Travillion, Sabino Renteria, and Eric Stratton
<b>Absent</b>	Ann Kitchen

**I. Public Comment**

Delaney Garcia provided public comment.

**II. Action Items**

1. Approval of minutes from the September 15, 2021 Operations, Planning and Safety Committee meeting.

A motion was made by Stratton, seconded by Renteria, that the Minutes be adopted. The motion carried by the following vote:

**Aye:**                      Travillion, Renteria, and Stratton

2. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Convergent Technologies for the purchase and installation of cameras and supporting equipment at 31 Rail Signal Houses not to exceed \$422,290.

A motion was made by Renteria, seconded by Stratton, that this item be recommended for the consent item agenda at the Board of Directors meeting on 10/25/2021. The motion carried by the following vote:

**Aye:**                      Travillion, Renteria, and Stratton

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

A motion was made by Renteria, seconded by Stratton, that this item be recommended for the action item agenda at the Board of Directors meeting on 10/25/2021. The motion carried by the following vote:

**Aye:**                      Travillion, Renteria, and Stratton

**III. Presentations**

1. Operations Update

**IV. Items for Future Discussion**

**V. Adjournment**

1:21 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](mailto:ed.easton@capmetro.org) if you need more information.*

*Committee Members: Ann Kitchen, Chair; Jeffrey Travillion, Pio Renteria and Eric Stratton..*

*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

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

**Agenda Date:** 12/8/2021

**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:**

- 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 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 was presented and recommended for approval by the Operations, Planning and Safety Committee on December 8, 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

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

**Agenda Date:** 12/8/2021

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**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 was presented and recommended for approval by the Operations, Planning and Safety Committee on December 8, 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.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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

**Agenda Date:** 12/8/2021

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**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 was presented and recommended for approval by the Operations, Planning and Safety Committee on December 8, 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

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

**Agenda Date:** 12/8/2021

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**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 was presented and recommended for approval by the Operations, Planning and Safety Committee on December 8, 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:

<b>SBE Subcontractor</b>	<b>Race/Gender</b>	<b>Services/Products</b>	<b>SBE Responsive</b>
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
<b>GRAND TOTAL</b>	<b>\$8,795,937.18</b>

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

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 METRO

# Executive Summary – DWBI

## What is a Data warehouse and Business Intelligence (DWBI) System?

The DWBI system combines both Data Warehouse and Business Intelligence systems.

Data Warehouse is a data management system that is designed to collect and manage data from varied internal and external sources to provide meaningful business insights.

Business Intelligence is the set of software tools and technologies that help transform data into actionable insights that inform an organization's strategic and tactical business decisions.

Together, a DWBI system leverages data generated and sourced to make meaningful data-driven decisions.

# Executive Summary – DWBI

- Current State

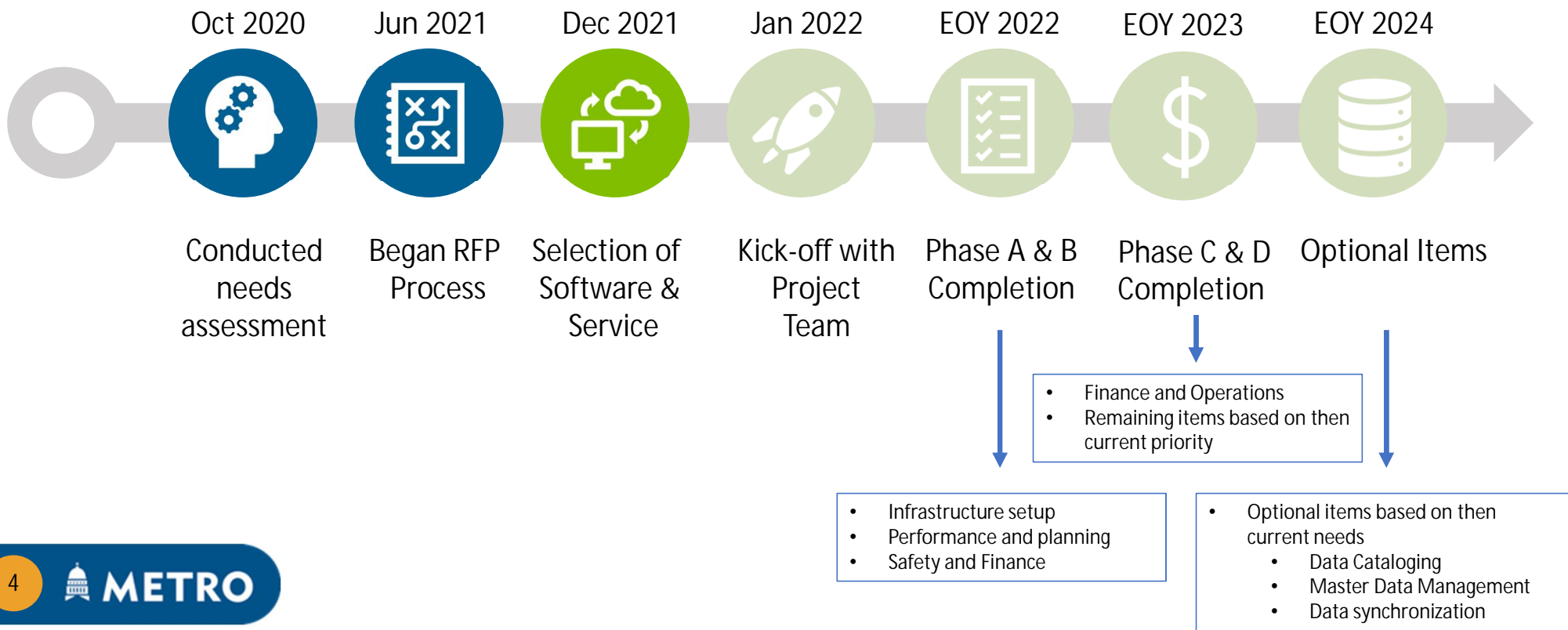
- The current DWBI was implemented as a pilot project in early 2019 to provide five public-facing performance dashboards:
  - Customers (Ridership), Safety, Reliability, Finance and Route Performance.
- The current system requires regular manual efforts to produce the dashboards.
- It is not scalable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



**METRO**

**THANK YOU!**





# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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

**Agenda Date:** 12/8/2021

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**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 was presented and recommended for approval by the Operations, Planning and Safety Committee on December 8, 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:

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

**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.

<b>Description</b>	<b>Total Award</b>
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
<b>Not to Exceed Total</b>	<b>\$2,501,483.00</b>

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.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Operations, Planning and Safety Committee **Item #:** AI-2021-271

**Agenda Date:** 12/8/2021

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**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 Hybrid Heavy Duty Utility Type Security 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 was presented and recommended for approval by the Operations, Planning and Safety Committee on December 8, 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.

**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 Heavy Duty Utility Type Security 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 Heavy Duty Utility Type Security 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 Heavy Duty Utility Type Security Vehicles:

Description	Quantity	Price Per Vehicle	Total Amount of Order
Ford Hybrid Heavy Duty Utility Type Security 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 Hybrid Heavy Duty Utility Type Security Vehicles for the Capital Metro Public Safety Department in an amount not to exceed \$425,755.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**