

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

www.capmetrotx.iqm2.com

~ AGENDA ~

Wednesday, March 17, 2021

10:00 AM

Video Conference Meeting

I. Oath of Office

II. Public Comment

III. Advisory Committee Updates:

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

IV. Board Committee Updates:

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

V. Consent Items:

1. Approval of a resolution authorizing the President & CEO, or his designee, to exercise the third 12-month renewal option for the Smart Trips Austin Interlocal Agreement (ILA) between the City of Austin and Capital Metro for an amount not to exceed \$150,000.
2. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Herzog Contracting Corp. for the replacement of four bridges with reinforced concrete box-culverts (RCBCs) for \$1,597,506, plus \$159,750 (10%) contingency for a total not to exceed amount of \$1,757,256.

VI. Action Items:

1. Approval of a resolution electing officers of the Capital Metro Board of Directors for 2021.
2. Approval of a resolution confirming the appointments to the Finance, Audit and Administration Committee and Operations, Planning and Safety Committee for 2021.
3. Approval of a resolution authorizing the president & CEO, or his designee, to finalize and execute a contract with Simply Klean LLC for janitorial

services, for a base period of two (2) years and three (3) one-year options in an amount not to exceed \$4,830,001. .

VII. Presentations:

1. Customer Technology Improvements Update
2. CARE Update
3. Pickup Service Standards Framework
4. 2021 Winter Weather Response

VIII. Reports:

1. President's Report

IX. Items for Future Discussion:

X. Adjournment

ADA Compliance

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

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

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

**Capital Metropolitan Transportation Authority
Board of Directors**

**MEETING DATE: 03/17/2021
(ID # 4807)
Renewal of the SmartTrips ILA**

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

**Capital Metropolitan Transportation Authority
Board of Directors**

**MEETING DATE: 3/17/2021
(ID # AI-2021-1429)
Renewal of the SmartTrips ILA**

SUBJECT:

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

FISCAL IMPACT:

Capital Metro will continue to contribute up to \$150,000 annually. Funding for this action is available in the FY2021 and FY2022 Operating Budgets.

STRATEGIC PLAN:

Strategic Goal Alignment:

4. Demonstrate the value of public transportation to deliver a plan for future mobility.

Strategic Objectives:

4.1.01 – Develop and implement communication/messaging strategy to convey Value of Transit.

4.1.02 – Develop community engagement plan to address perceptions and build value in the community for Capital Metro and public transportation.

4.2.02 – Promote and encourage use of public transportation with the business community/employers through MetroWorks, Transit Adventures and other programs to build ridership.

4.2.04 – Participate in the public/private transit initiatives, e.g., CAMPO 2045, CARTS Eastside Plaza, TXDOT right-of-way agreements, etc. to increase relevance and value of public transportation.

4.3.03 – Continue SmartTrips program with City of Austin to promote mode shift to transit and reduce drive alone travel.

EXPLANATION OF STRATEGIC ALIGNMENT:

Smart Trips Austin is a transportation demand management program and collaboration between the City of Austin and Capital Metro that actively engages households in targeted neighborhoods in an effort to reduce Single-Occupancy Vehicle (SOV) trips and increase trips by walking, biking, carpooling and transit. Those who participate in the program will walk away with a greater understanding of Capital Metro services, our ticketing systems and routes. Additionally, they will be encouraged to try transit in the context of community events with neighbors, rather than simply as a work commute solution. Further, private sector partners will be engaged through events, discounts, and by promoting transit alternatives available in the market. Those who do NOT participate in the program will be made more aware of transit services through direct mail, social media and word-of-mouth marketing.

**BUSINESS CASE:**

During the program, Smart Trips respondents have reported a 2.5 – 6.7 percentage point increase in transit use and a 3.3 – 5.4% decrease in SOV trips. Continuing funding for this program will increase outreach as COVID subsidies and citizens reconsider their commuting behaviors.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval at the Operations, Planning and Safety Committee on February 10, 2021.

EXECUTIVE SUMMARY:

This ILA renewal is between Capital Metro and the City of Austin, who work together on the City's Smart Trips program. Smart Trips is an active transportation encouragement program that aims to reduce single occupant vehicle trips and increase trips taken by foot, bike, bus or shared car within target neighborhood areas.

In 2017, Capital Metro and the City of Austin agreed to host the program through April 30, 2019, with the option of up to three additional 12-month renewal periods, and to split the annual program production costs by making annual contributions of up to \$150,000 each. This ILA renewal allows Capital Metro to exercise the third 12-month renewal option for the Smart Trips Austin ILA between the city of Austin and Capital Metro.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Community Involvement



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

STATE OF TEXAS

COUNTY OF TRAVIS

**RESOLUTION (ID # AI-2021-1429)
Amendment to the SmartTrips ILA**

WHEREAS, Capital Metro and the City of Austin (“City”) entered into that certain Smart Trips Interlocal Agreement for the City’s Smart Trips Austin Program, dated effective May 1, 2017 (as amended, the “Agreement”) under which Capital Metro and the City combine their resources to promote the use of active transportation, including use of Capital Metro’s public transit system; and

WHEREAS, the Parties subsequently exercised the first 12-month renewal period beginning May 1, 2019 and terminating April 30, 2020 and exercised the second 12-month renewal period beginning May 1, 2020 and terminating August 30, 2021.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to exercise the third 12-month renewal option for the Agreement beginning September 1, 2021 through August 30, 2022 for an amount not to exceed \$150,000.

**Secretary of the Board
Eric Stratton**

Date: _____

Attachment: Resolution-AI-2021-1429 (4807 : Renewal of the SmartTrips ILA)

Smart Trips ILA Update

February 2021



1  METRO

Attachment: 20210203_SMART-TRIPS_ILA-Update (4807 : Renewal of the SmartTrips ILA)

Program Goals

- Manage Congestion by encouraging residents to explore the city in new ways



5-10%

Participation Rate



5-10 ↓

Percentage point reduction in drive-alone trips



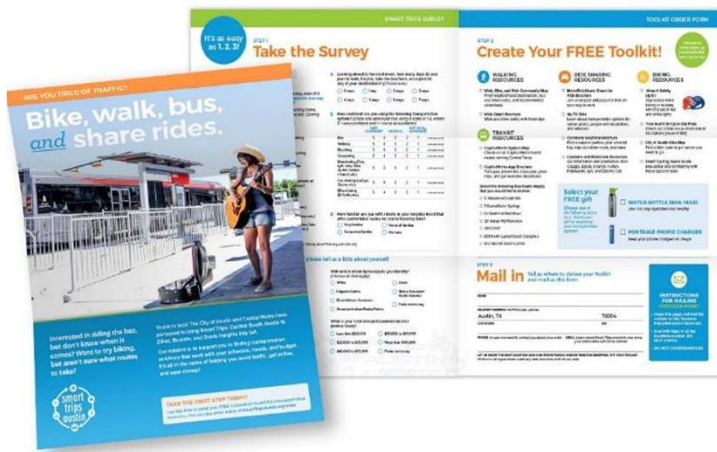
5-10 ↑

Percentage point increase in active and shared trips



Attachment: 20210203_SMART-TRIPS_ILA-Update (4807 : Renewal of the SmartTrips ILA)

Program Components



Pre & Post Program Surveys + Transportation Toolkits



Local Ambassadors



Customized Events



Smart Trips ILA Update – New Movers 2021



Attachment: 20210203_SMART-TRIPS_ILA-Update (4807 : Renewal of the SmartTrips ILA)

Smart Trips – New Movers – 2021-22

- CapMetro and COA partnership
- New Movers launch in 2021-22
 - CAMPO grant | \$255K (85%)
 - Austin Energy direct mail for new addresses
 - Working on targeting / branding
 - Nelson / Nygaard is new partner
- Program approved by CAMPO for FY 2021 launch



Smart Trips ILA Renewal – 2021-22

- Smart Trips citywide in 2021-22
 - Social media / newsletter focus
 - In-person programming – summer 2021?
 - Program continuance requires a new ILA
- Exercise Third Renewal Period
 - Up to \$150,000 annually
 - Currently funded in FY 2021 budget
 - Seeking approval to extend through FY 2022





METRO

THANK YOU!

Attachment: 20210203_SMART-TRIPS_ILA-Update (4807 : Renewal of the SmartTrips ILA)

Contract for Replacement of Rail Bridges

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

**Capital Metropolitan Transportation Authority
Board of Directors**

**MEETING DATE: 3/17/2021
(ID # AI-2020-1405)**

Contract for Replacement of Railroad Bridges

SUBJECT:

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

FISCAL IMPACT:

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

STRATEGIC PLAN:

Strategic Goal Alignment:

3. Sustainability

Strategic Objectives

3.1 Resource Optimization

3.2 Safety Culture

EXPLANATION OF STRATEGIC ALIGNMENT:

There are 127 bridges in Capital Metro's ROW from Giddings to Marble Falls. Most of the bridges are 100 years of age and need constant repairs or replacement. The goal of replacing four short span bridges with resized reinforced concrete box culverts is to upgrade the cross-drainage to avoid inundation of stormwater near the structures due to increased drainage flows caused by the development along the railroad right of way, thereby supporting the agency's goal for providing a safe transit service, high quality customer experience and encouraging increased ridership.

BUSINESS CASE:

The Capital Metro Board has adopted service standards that include providing a safe transit service and positive customer experience and increased ridership. Capital Metro is continuing the 'State of Good Repair' program for track and bridges and intends to enter into a contract to replace four short span bridges with RCBCs. The funding for this contract is included in the FY 2021 budget and the Five-Year capital improvement plan.

COMMITTEE RECOMMENDATION:

This item was presented and recommended for approval at the Operations, Planning and Safety Committee on February 10, 2021.



EXECUTIVE SUMMARY:

In 2020, Capital Metro began working on a condition assessment and recommended replacement of short span bridges with box-culverts as part of its State of Good Repair program and full compliance with the Board adopted safety standards and reliability of transit service. The agency continues to provide additional condition assessments of bridges to ensure a safe and reliable commuter rail transit service. This contract period of performance is 214 Calendar days.

DBE/SBE PARTICIPATION:

The SBE goal is 9%. The prime contractor will exceed the goal utilizing the SBE subcontractors.

SBE Subcontractor	Race/Gender	Services/Products	SBE Responsive
Austin Underground Inc. Austin, TX	Hispanic/Male	Install Pre-Cast Box Culvert	43.8%
			43.8%

PROCUREMENT: On November 23, 2020, an Invitation for Bids was issued and formally advertised. By the closing date of December 23, 2020, three (3) bids were received. Bids were rated based on the lowest priced responsive and responsible bidder. Capital Metro reviewed the pricing and determined that it was fair and reasonable based on adequate competition. The contract term is for 214 calendar days.

RESPONSIBLE DEPARTMENT: Rail Operations



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

STATE OF TEXAS

COUNTY OF TRAVIS

RESOLUTION (ID # AI-2020-1405)

Contract for Replacement of Railroad Bridges

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 acquire contract services for replacement of four bridges with reinforced concrete box culverts.

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 Herzog Contracting Corp. for replacement of four bridges with reinforced concrete box-culverts (RCBCs) in the amount of \$1,597,506, plus \$159,750 (10%) contingency for a total not to exceed amount of \$1,757,256.

Date: _____

**Secretary of the Board
Eric Stratton**

Attachment: Resolution-AI-2020-1405 (4805 : Contract for Replacement of Rail Bridges)

Capital Metropolitan Transportation Authority (CMTA)

RRC2012

State of Good Repair for Bridge and Track

Location Map





METRO

THANK YOU!

**Capital Metropolitan Transportation Authority
Board of Directors**

**MEETING DATE: 03/17/2021
(ID # 4810)
2021 Board Officer Elections**

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

**Capital Metropolitan Transportation Authority
Board of Directors**

**MEETING DATE: 3/17/2021
(ID # AI-2021-1422)
Selection of 2021 Board Officers**

SUBJECT:

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

FISCAL IMPACT:

This action has no fiscal impact.

STRATEGIC PLAN:

Strategic Goal Alignment:

2. Engaged Workforce Strategic

Objectives:

2.2. Organizational Development

EXPLANATION OF STRATEGIC ALIGNMENT:

Does not apply.

BUSINESS CASE:

Does not apply.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on January 25, 2021.

EXECUTIVE SUMMARY:

The Capital Metropolitan Transportation Authority Board of Directors Bylaws require that officers of the Board of Directors be selected annually, generally at the first meeting of each new calendar year.

In accordance with the bylaws, the officers are Chair, Vice Chair and Secretary.

The primary duties of the Chair are to preside at all meetings of the board, ensure that the board's adopted policies and resolutions are being effectively carried out, execute financial obligations of the authority as required, establish meeting agenda and recommend the Chair and members of the board's committees.

The primary duties of the Vice Chair are to preside at all meetings and perform all duties in the absence of the Chair and to serve as the Ethics Officer for the Board of Directors.



The primary duty of the Secretary is to act as the custodian of all permanent records of transactions of the Authority including minutes and notices and to perform the duties of the Chair in the absence of the Chair and Vice Chair.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Board of Directors



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

STATE OF TEXAS

COUNTY OF TRAVIS

RESOLUTION (ID # AI-2021-1422)

Selection of 2021 Board Officers

WHEREAS, the Board of Directors Bylaws of the Capital Metropolitan Transportation Authority require that officers of the Board of Directors be selected annually, generally at the first regular meeting of each calendar year for a term of one year ending in January.

NOW, THEREFORE, BE IT RESOLVED that the Board hereby elects _____ as Chair; _____ as Vice Chair; and Secretary _____ to serve as officers of the Capital Metro Board of Directors for the 2021 Calendar Year.

**Secretary of the Board
Eric Stratton**

Date: _____

Attachment: Resolution-AI-2021-1422 (4810 : 2021 Board Officer Elections)

Capital Metropolitan Transportation Authority
Board of Directors

MEETING DATE: 03/17/2021
(ID # 4809)

2021 Board Committee Appointments

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

**Capital Metropolitan Transportation Authority
Board of Directors**

**MEETING DATE: 3/17/2021
(ID # AI-2021-1421)
2021 Board Committee Appointments**

SUBJECT:

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

FISCAL IMPACT:

This action has no fiscal impact.

STRATEGIC PLAN:

Strategic Goal Alignment:

2. Engaged Workforce

Strategic Objectives:

2.2. Organizational Development

EXPLANATION OF STRATEGIC ALIGNMENT:

Does not apply.

BUSINESS CASE:

Does not apply.

COMMITTEE RECOMMENDATION:

This agenda item will be presented to the full board on January 25, 2021.

EXECUTIVE SUMMARY:

In accordance with the Capital Metropolitan Transportation Authority Board of Directors Bylaws, the Board desires to formalize the appointment of a Chair and Members for the Finance, Audit and Administration Committee and Operations, Planning and Safety Committee subject to the concurrence of the members of the board.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Board of Directors



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

STATE OF TEXAS

COUNTY OF TRAVIS

**RESOLUTION (ID # AI-2021-1421)
2021 Board Committee Appointments**

WHEREAS, the Board of Directors, desires to formalize the appointment of a Chair and Members to the Finance, Audit and Administration Committee in accordance with the Board Bylaws; and

WHEREAS, the Board Chair recommends Terry Mitchell as Chair and Troy Hill, Leslie Pool, and Wade Cooper to serve as members of the Finance, Audit and Administration Committee for 2021 Calendar Year; and

WHEREAS, the Board of Directors, desires to formalize the appointment of a Chair and Members to the Operation, Planning and Safety Committee in accordance with the Board Bylaws; and

WHEREAS, the Board Chair recommends Jeff Travillion as Chair and Ann Kitchen, Eric Stratton, and Sabino (“Pio”) Renteria to serve as members of the Operations, Planning and Safety Committee for 2021 Calendar Year.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors hereby approves these appointments for Calendar Year 2021.

**Secretary of the Board
Eric Stratton**

Date: _____

Attachment: Resolution-AI-2021-1421 (4809 : 2021 Board Committee Appointments)

**Capital Metropolitan Transportation Authority
Board of Directors**

**MEETING DATE: 03/17/2021
(ID # 4806)
Contract for Janitorial Services**

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

**Capital Metropolitan Transportation Authority
Board of Directors**

**MEETING DATE: 3/17/2021
(ID # AI-2021-1417)
Janitorial Services Contract**

SUBJECT:

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

FISCAL IMPACT:

Funding for this action is available in the FY2021 operating budget.

STRATEGIC PLAN:

Strategic Goal Alignment:

1. Deliver the best possible customer experience

Strategic Objectives:

- 1.3 Ensure an attractive and accessible transit environment

EXPLANATION OF STRATEGIC ALIGNMENT: Ongoing janitorial services contributes to a healthy, attractive and accessible transit environment.

BUSINESS CASE: All Capital Metro's facilities, including Administrative buildings, Park and Rides, Transit Centers and Rail Stations require regular cleaning services to ensure healthy and environmentally sound facilities.

COMMITTEE RECOMMENDATION: This agenda item was presented and is recommended for approval by the Operations, Planning, and Safety Committee on February 10, 2021.

EXECUTIVE SUMMARY: The services provided under the contract include the day-to-day janitorial services and recycling services as needed for all Capital Metro properties.

Capital Metro properties include administration buildings, bus maintenance buildings, park and rides, transit centers, transfer stations, rail stations, BRT stations and rail maintenance buildings.

Simply Klean LLC is the current provider of janitorial services at Capital Metro facilities. Capital Metro has been satisfied with their services, particularly with their additional efforts during the pandemic.

SBE PARTICIPATION: The SBE goal is 12%. The prime contractor is a certified Small Business Enterprise and will exceed the goal by self-performing the entire contract.



Prime contractor	Race/Gender	Services/Products	SBE Responsive
Simply Klean, LLC (Austin, Texas)	Black/ Male	Janitorial Services	100%

PROCUREMENT: On December 2, 2020 a Request for Proposals was issued and formally advertised. By the closing date of January 4, 2021 eight proposals were received. Proposals were evaluated based on the following factors:

1. The offeror's demonstrated understanding of the project undertaking, including the number of sites and differing site conditions and requirements at these sites, and the proposed plan for the performance of the work and the technical approach proposed by the offeror at each of these sites or groups of sites.
2. The janitorial qualifications, experience and past performance of the firm.
3. Methodology and quality of the work plan proposed for the various sites to meet project objectives.
4. The offeror's demonstrated technical background, past performance and experience on janitorial projects of a similar size, scope, complexity and nature; and capabilities of the proposed project personnel.

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

Total amount of award: \$4,830,000.01.

RESPONSIBLE DEPARTMENT: Facility Management



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

STATE OF TEXAS

COUNTY OF TRAVIS

RESOLUTION (ID # AI-2021-1417)

Janitorial Services Contract

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to provide healthy, clean and positive environments for both 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 Simply Klean LLC for janitorial services for a base period of two (2) years and three (3) one-year options in an amount not to exceed \$4,830,001.

Date: _____

**Secretary of the Board
Eric Stratton**

Attachment: Resolution-AI-2021-1417 (4806 : Contract for Janitorial Services)

Capital Metropolitan Transportation Authority
Board of Directors

MEETING DATE: 03/17/2021

(ID # 4808)

**Customer Technology Improvements
Update**

TITLE: Customer Technology Improvements Update

Customer Technology Improvements

Multi-year technology advances and new fare offerings

March 17th Board Meeting



Customer Technology Improvements

- CapMetro App Ticketing & Traveler Tools
- Website Platform - capmetro.org
- Data Warehouse & Business Intelligence
- Telephone Replacement System
- Customer Payment Systems

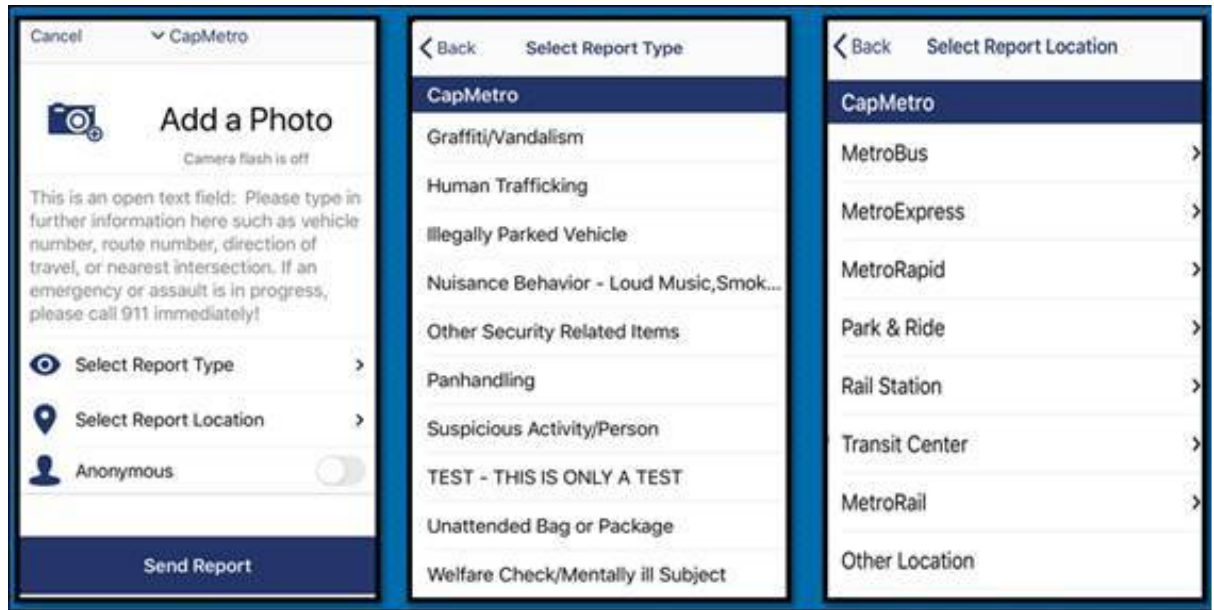
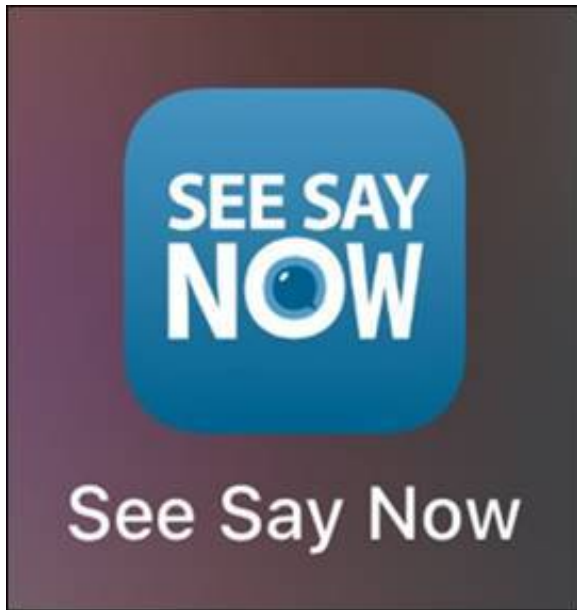
ePaper Dynamic Message Signs

- Replaced existing MetroRail and MetroRapid DMS (101 signs)
- Added new 13" and 32" (31 signs)
- [Metro Magazine - Innovative Solutions Award & Article: Passenger Experience - CapMetro & Luminator](#)



See Say Now App

- Improved customer safety and reporting of incidents
- Future integration with the CapMetro App



Real Time Passenger Load Information

- Alert when bus or rail vehicle is at capacity coming Spring 2021

Automatic Passenger Counters (APC)



ePaper

Departures		
Thursday 8/20		5:41 PM
Note: Traffic may affect estimated times		
325	Tech Ridge Park & Ride	4 min
10	Southpark Meadows	8 min
323	Northcross	19 min
325	Tech Ridge Park & Ride	19 min
10	Southpark Meadows	20 min
339	Tannehill	29 min

Real-time departure Crowded vehicle expected

Stop ID #6426 **METRO**
Norwood Transit Center

CapMetro App

Route details	
801	→ Southpark Meadows
Please be advised: Traffic may impact time estimates. Notice: Crowded Vehicle	
1:07pm	Tech Ridge Bay I, Stop ID 5304
1:37pm	Parmer Station (SB), Stop ID 5280
1:44pm	Chinatown Station (SB), Stop ID 5857
1:46pm	Masterson Station (SB), Stop ID 5858
1:48pm	Rundberg Station (SB), Stop ID 4540
1:51pm	Fairfield Station (SB), Stop ID 467
1:53pm	North Lamar Station, Stop ID 5859
1:56pm	Crestview Station (SB), Stop ID 5606

Onboard Digital Displays

- 110 Digital Displays on 67 MetroRapid and Electric Vehicles coming Fall 2021



Real Time



Service Alerts



Safety

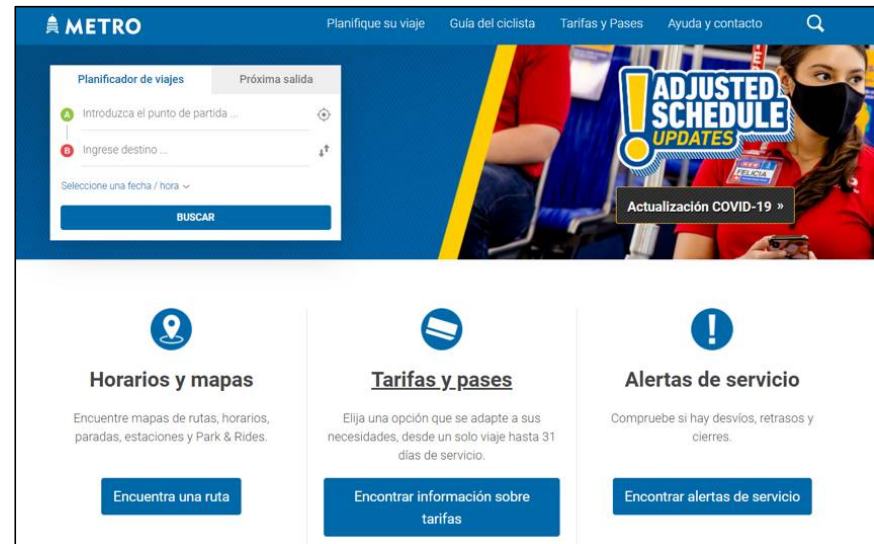
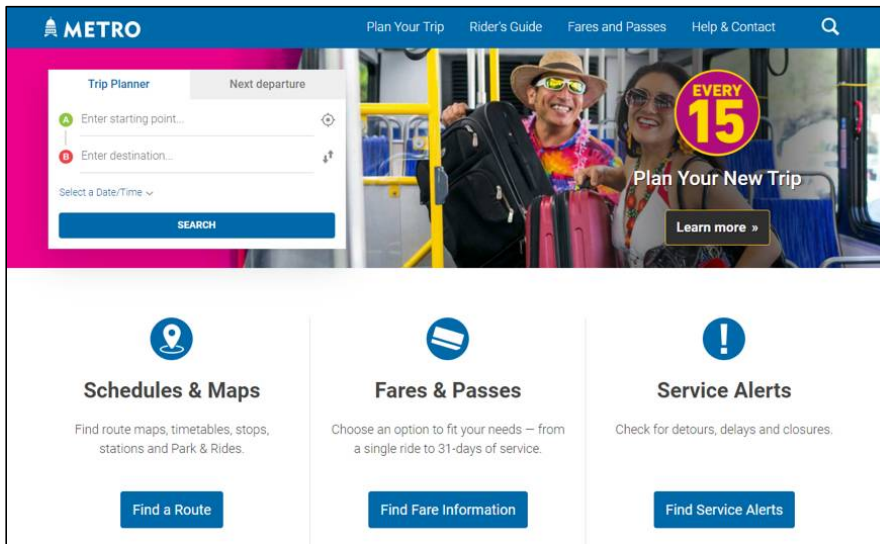


Information



CapMetro Website Platform Upgrade

- Fall 2020: Transitioned web content management system
- Improved site with new search engine, multi language and other site improvements



Data Warehouse & Business Intelligence

- Initially four dashboards (Safety, Reliability, Financial, Ridership)
- Route Performance and COVID Response dashboards

Performance Dashboard

Customers (Ridership) Safety Report Reliability Report

Finance Report Route Performance COVID Response

Total Ridership

Top 5 Ridership Routes

MetroAccess Ridership

Managing Vehicle Capacity

Month	Total Supplemental Trips	% Over Capacity Trips 15 min+
Apr	148	1.68%
May	541	1.90%
Jun	609	2.37%
Jul	392	2.25%
Aug	359	1.54%
Sep	175	1.15%

Total Meals Delivered
702,516

Telephone System Replacement

Improvements for Customer Care and MetroAccess

COMING FALL 2021

Multi-channel Voice, E-mail, and Chat

Allowing our customers to use the communications medium of their choice

Customer Call back

instead of staying on hold

Post Call Survey

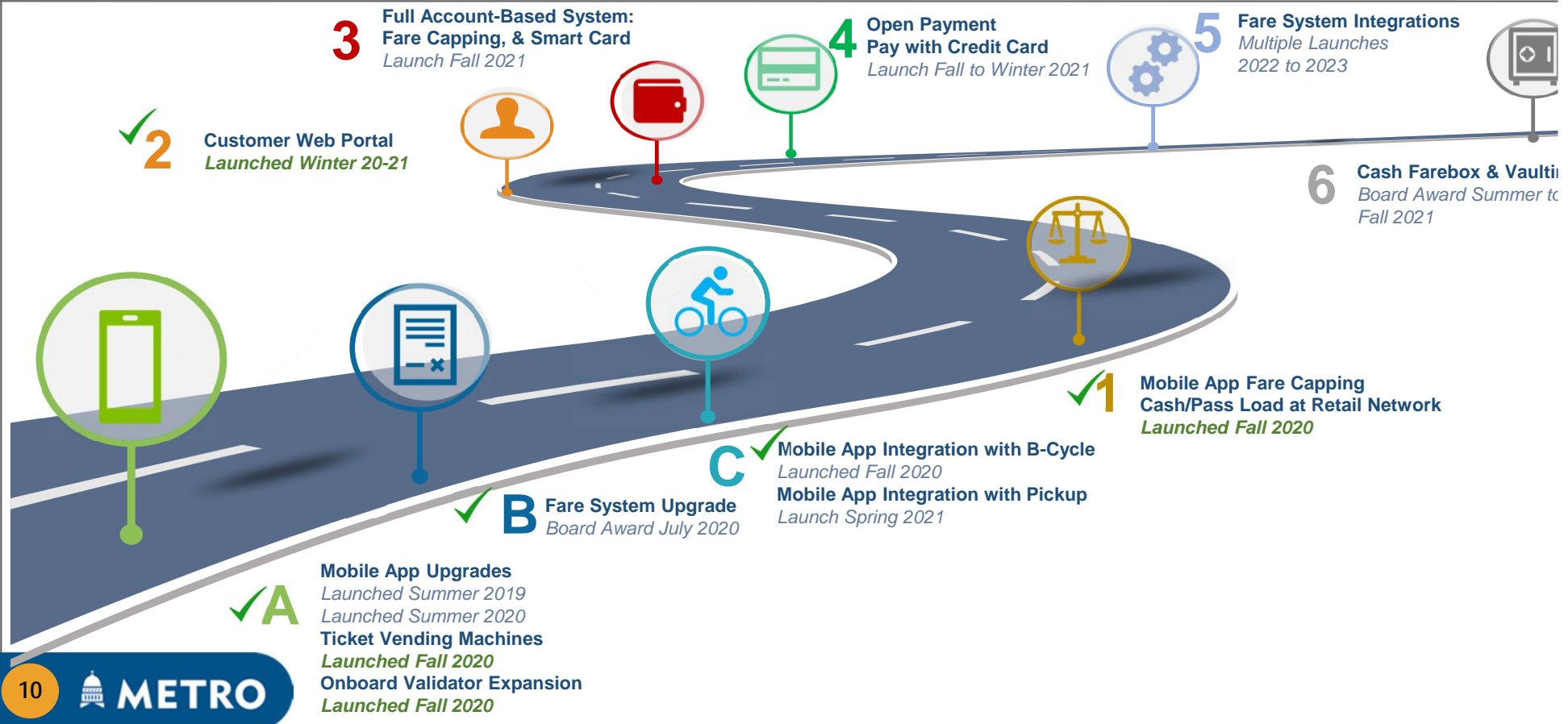
to measure customer experience

Updated Voice Recognition

to address typical issues with background noise



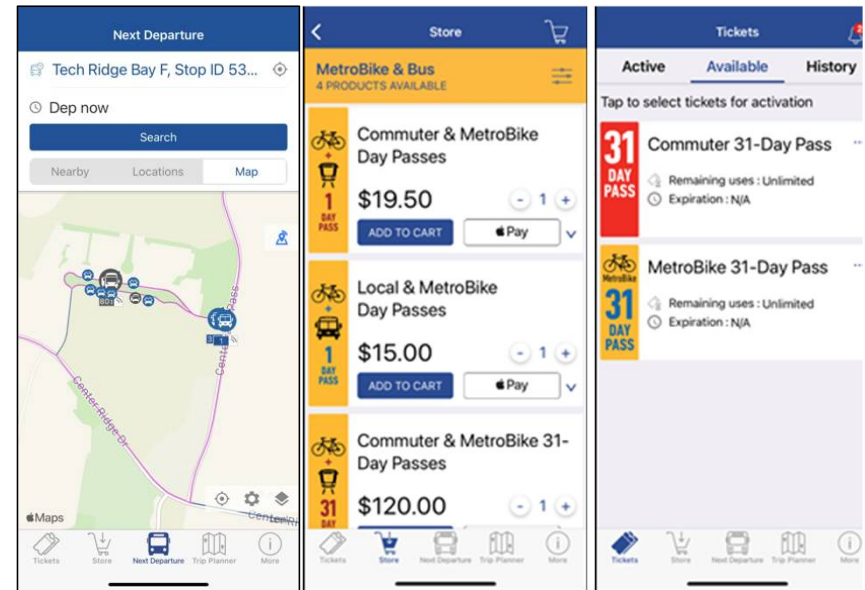
Customer Payment Systems Roadmap



Attachment: Customer Technology Improvements - AI-2020-1321 February 2021 (4808 : Customer

CapMetro App

- Ticketing Enhancements
 - CapMetro virtual wallet
 - MetroBike combined tickets
- Traveler Tools Enhancements
 - Real-Time data improvements
 - Drag & drop search
 - MetroBike integration



Equity Fare Capping Pilot & Cash to Mobile Progress

- First Phase of Fare Capping Pilot Program underway
 - Outreach through organizations: One Voice Central Texas, Urban League and NAACP
- Customers can now load cash onto the CapMetro app for pass purchases or adding funds into their wallet

METRO

Fare Capping Pilot Program Application

Our Fare Capping Pilot Program allows participants to earn a Day Pass or a 31-Day Pass while paying for Single Ride passes using the CapMetro App. (El programa piloto de tarifa limite permite a los participantes comprar viajes individuales en su App de CapMetro. Los participantes obtienen un pase de un día o un pase de 31 días después de alcanzar el limite justo).

Note: To participate in the Fare Capping Program, participants need to download the CapMetro App and create an account (Nota: Para participar el programa delimites de feria, los participantes deben descargar la aplicación Cap Metro y crear una cuenta).

* Fields are required (Los campos son obligatorios)

* Applicant must be a current participant in one of the following programs (El solicitante debe ser un participante actual en uno de los siguientes programas):

TANF
 CHIP
 MAP
 Medicaid

* Upload Documents (Only Image and PDF file) (Subir Documentos (Solo archivos de imagen y PDF))

Choose File | No file chosen

* First Name (Primer Nombre) Middle Name (Segundo) Last Name (Apellido)

Fare Capping

Local Day Pass
1 of 2 Passes Used

Earn a Local Day Pass when you use 2 Local Single Ride Passes within 1 day.

Count started: 09/05/2020 4:50 PM CDT
Count restarts: 09/06/2020 4:50 PM CDT

More Info

Local 31-Day Pass
27 of 33 Passes Used

Earn a Local 31-Day Pass when you use 33 Local Single Ride Passes within 31 days.

Count started: 08/19/2020 4:50 PM CDT
Count restarts: 09/19/2020 11:59 PM CDT

More Info

Retailer Details

Scan barcode at Family Dollar

799366205540006371681509750028

Address
6010 E. Riverside Dr
Austin, TX

Payment to
Capital Metro

Payment Amount
\$42.50

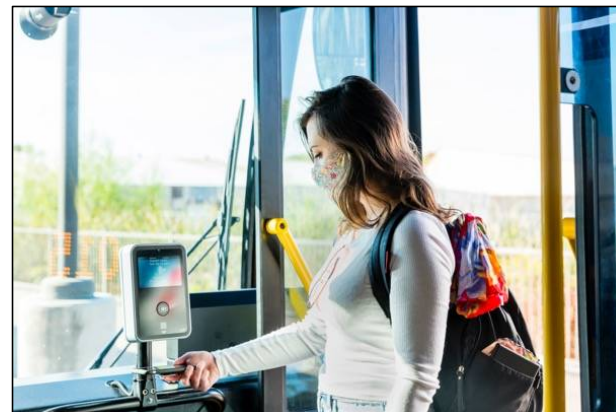
Your ticket will be available after vendor transaction is complete.

GO TO TICKETS

TVM & Onboard Validators

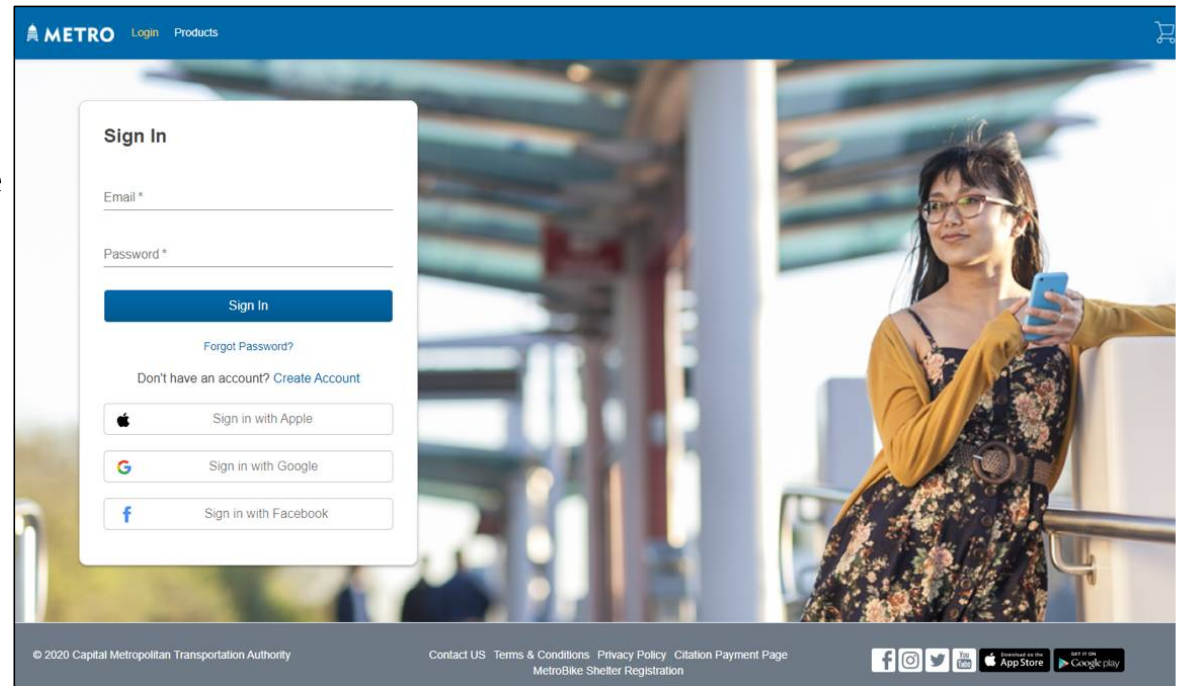
- First Phase: Ticket Vending Machines installed at all MetroRail stations
- Onboard Validators installed on bus fleet
- All Door Boarding Pilot Launched
- 7-Day & 31-Day MiFare contactless passes are being distributed to customers

<p>Buy your digital pass on the CapMetro App. <i>Compre su pase digital en la App de CapMetro.</i></p>	<p>Activate the pass. <i>Active el pase.</i></p>	<p>Board through the back door. <i>Suba por la puerta trasera.</i></p>	<p>Scan the pass's QR code using the onboard validator. <i>Escanee el código de QR de su pase en el validador a bordo.</i></p>



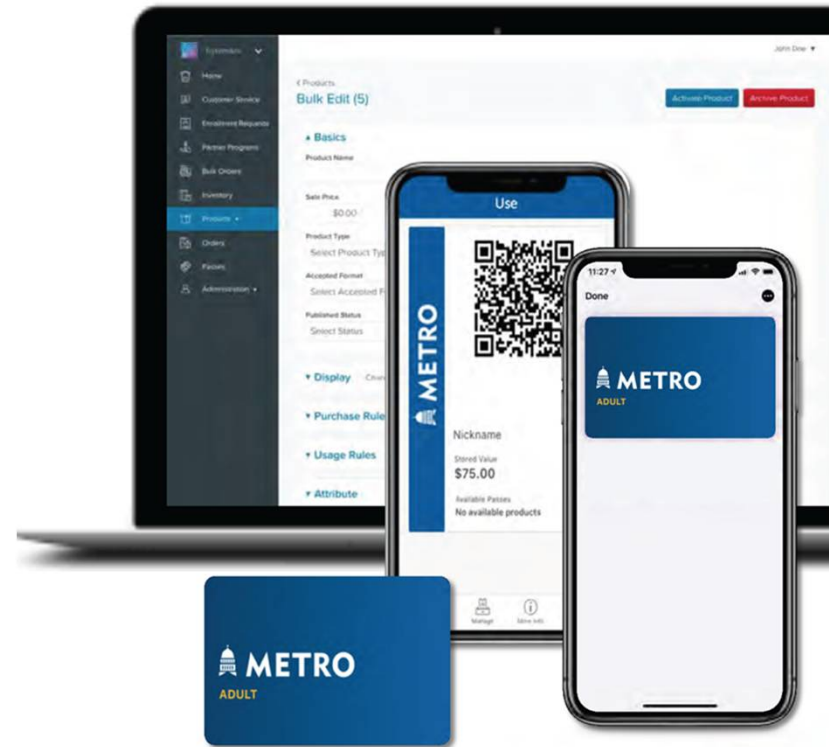
Customer Web Portal

- Now in Phase 2 of the Project
- Buy.CapMetro.org
- Customer web site to purchase passes and manage their account
- Desktop & mobile device support
- Multiple language support
- WCAG/ADA compliant



Future Updates

- Phase 3
 - Full account-based system
 - Enable account-based fare capping
 - Smart cards at retail outlets
 - Tap and pay branded smart cards
- Phase 4: Open payment
 - Tap and pay with NFC credit cards





METRO

THANK YOU!

**Capital Metropolitan Transportation Authority
Board of Directors**

MEETING DATE: 03/17/2021

(ID # 4800)

CARE Update

TITLE: CARE Update

C A R E Program Update

Dottie Watkins, Chief Customer Officer and Chief Operating Officer
Sharmila Mukherjee, EVP Planning & Development

March 17 Board Meeting



Attachment: CARE March 17 Board (4800 : CARE Update)

Recovery Philosophy

Recover with **CARE**



C

Create safe places for staff & customers

A

Apply our resources wisely & equitably

R

Rely on data for decision making

E

Evaluate our results & adapt

Attachment: CARE March 17 Board (4800 : CARE Update)

Continuing to Rely on Data for Decision Making

- Ridership slowly increasing (at 48% pre-COVID)
- UT is back in session, as of Feb 1
- Using daily boarding data to identify ridership trends
 - Monitoring Vehicle capacity with social distancing
 - Additional vehicles to support social distancing needs and avoid any potential 'overcrowding'

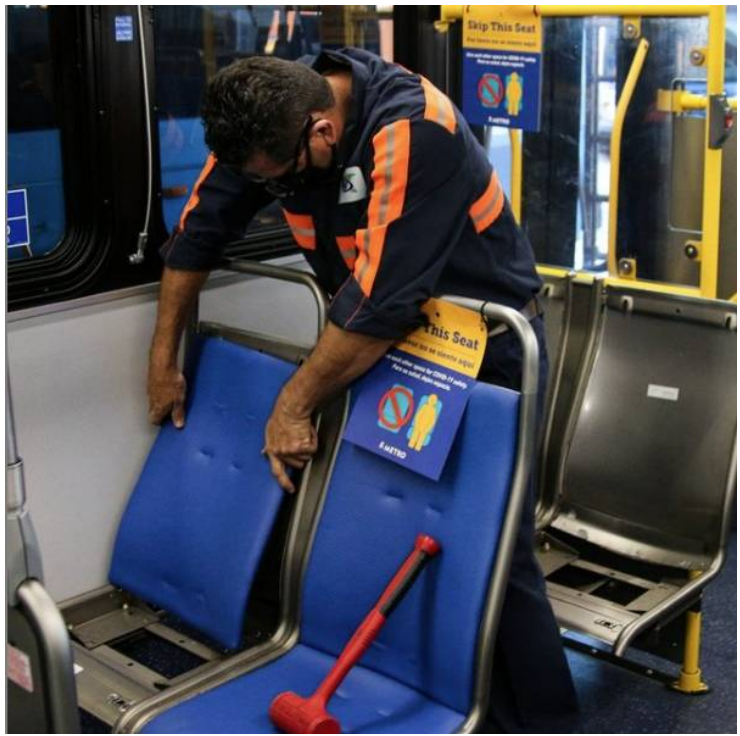
 **METRO**
Jan 2020
TOTAL RIDERSHIP

1,266,664

Attachment: CARE March 17 Board (4800 : CARE Update)

Safeguarding Customers on Vehicles

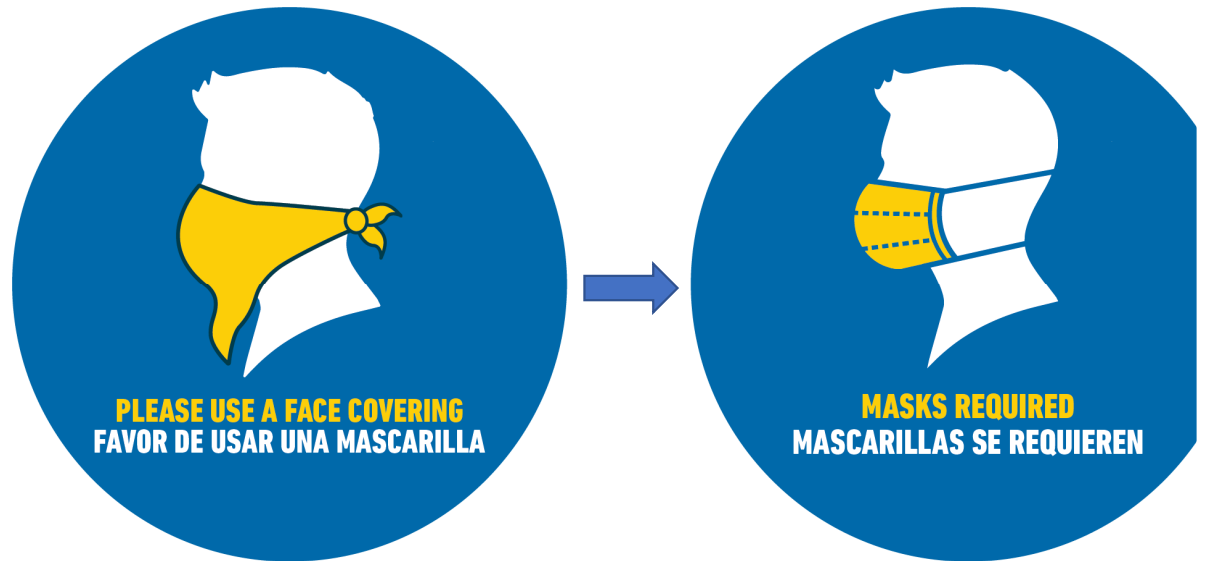
- Project to convert fabric seats to embossed vinyl is underway for all Metrobus and MetroRapid vehicles. Approximately 90% complete
- Contract for air purification systems on buses has been executed, installations scheduled to begin March 1st, with completion in April



Attachment: CARE March 17 Board (4800 : CARE Update)

Mask Mandate

- CDC Order went into effect at midnight February 1st
- Order specifies that bandanas are not acceptable
 - Mask with ear loops or ties
- Changing out decals on buses, signs at stops and placards on buses to use new messaging



Attachment: CARE March 17 Board (4800 : CARE Update)

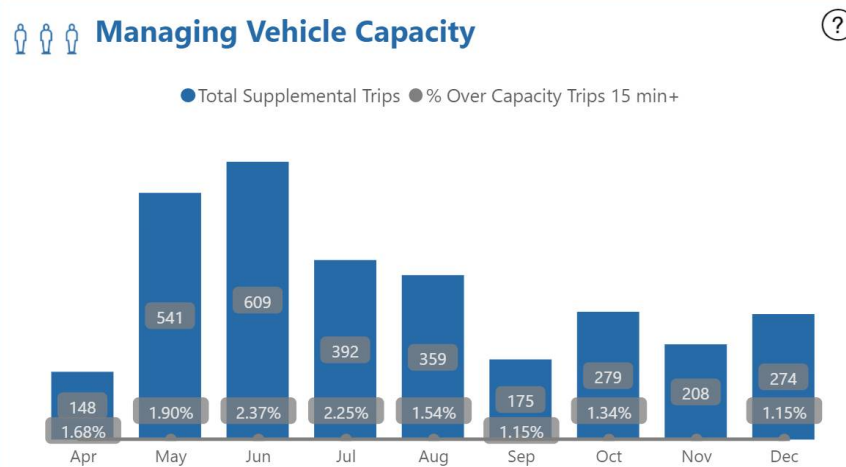
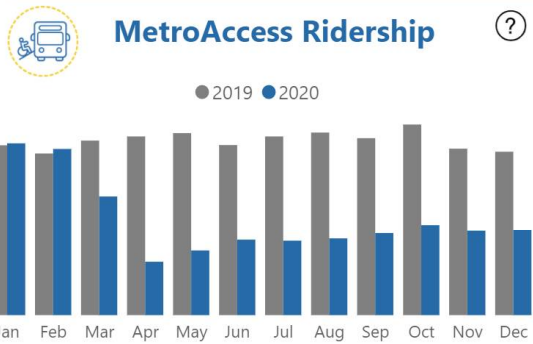
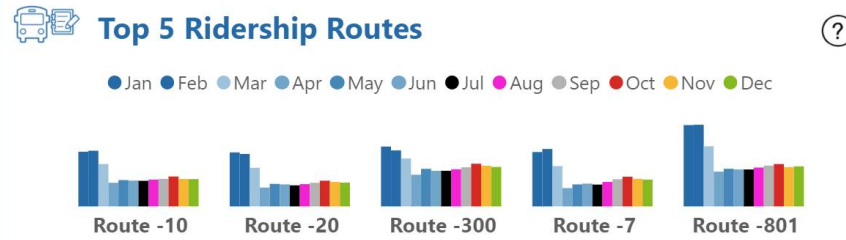
Vaccine Update

- Recent COVID surge has impacted staff availability
- Working closely with Austin Public Health and other local partners to get CapMetro staff vaccinated
- Launched VaccineAccess to utilize MetroAccess reservation system and vehicle capacity to provide transportation to people with a vaccine appointment



Attachment: CARE March 17 Board (4800 : CARE Update)

C A R E Dashboard



Total Meals Delivered

842,757

Staff Safety:

- 212,948 Masks for Operating Staff
- 64,696 Gloves Distributed
- 335 of Gallons of Hand Sanitizer
- \$477,000 in Plexiglass Barriers

Extra Measures:

- 909 employees took Supplemental Leave

- Enforced rear-door boarding and added "skip-a-seat" signs on our vehicles to help promote safe distancing while riding

- 5,000 CARE packages containing a mask and a bottle of hand sanitizer will be distributed to customers to help minimize the spread of the COVID-19 virus

- We are in the process of upgrading seats from cloth to vinyl on the local fleet to make it easier to disinfect and provide a more comfortable ride

Attachment: CARE March 17 Board (4800 : CARE Update)



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THANK YOU!

Attachment: CARE March 17 Board (4800 : CARE Update)

Capital Metropolitan Transportation Authority MEETING DATE: 03/17/2021
Board of Directors (ID # 4801)
Pickup Service Standards Framework

TITLE: Pickup Service Standards Framework

Pickup Service Guidelines

Draft Pickup Service Guidelines Overview

March 17, 2021 Board Meeting



Pickup Timeline

March 17 Board Meeting

- Discussion of Program Framework

April 2021 Board Meeting

- Approval of Program Guidelines

Summer 2021

- Begin Launch of Next 3 Zones

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



What is Pickup?

Features

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

Benefits

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



Pickup History & Guidelines Development

Successful First Pilot: June 2017 – June 2018:

2019 Rollout of multiple zones:

- Manor
- East ATX
- Walnut Creek
- NE ATX
- Exposition
- Leander



June 2019: Initiated Development of Formal Guidelines from the Ground-up with Professional Assistance



Pickup Guidelines Development



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


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




Pickup Policy Goals




Pickup Service Purposes




Pickup zones embody one or more of these purposes:



Flexible alternative to less-used bus routes

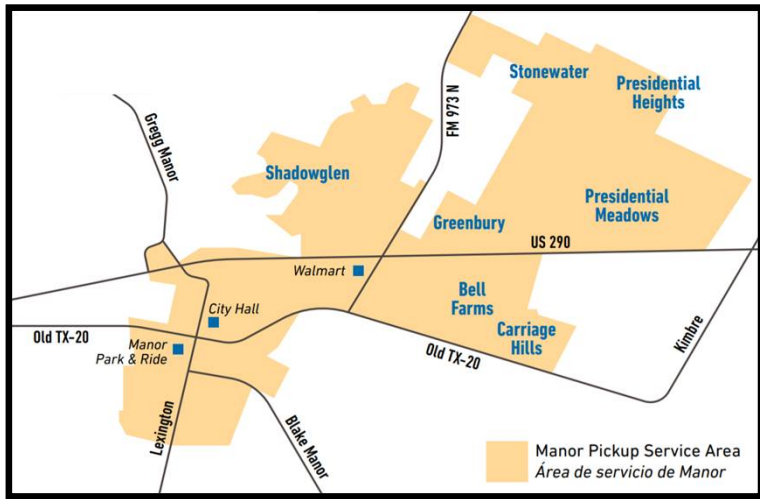


Transit option for communities where a service gap exists

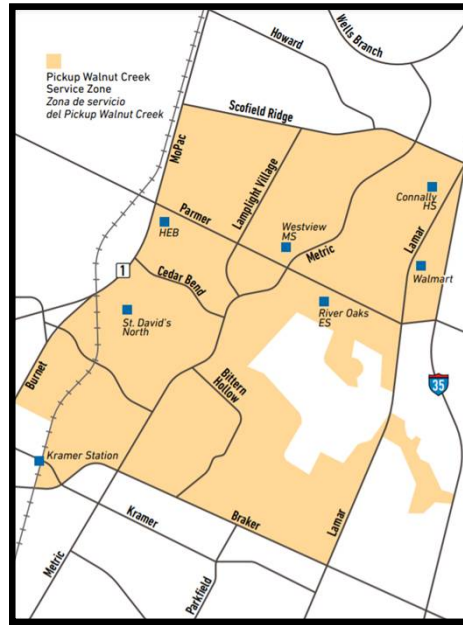


Connect customers to the larger transit network

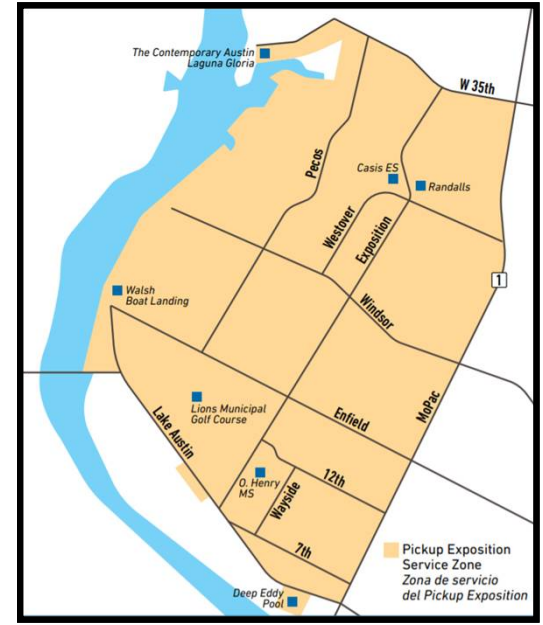
Current Pickup Zones



MANOR

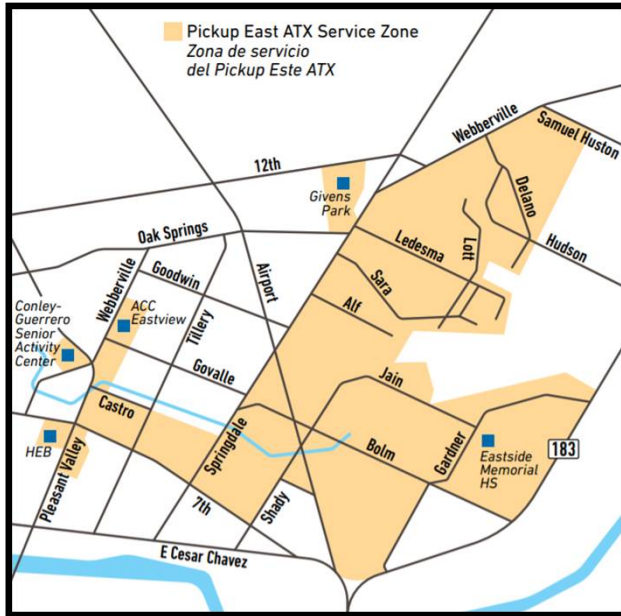


WALNUT CREEK

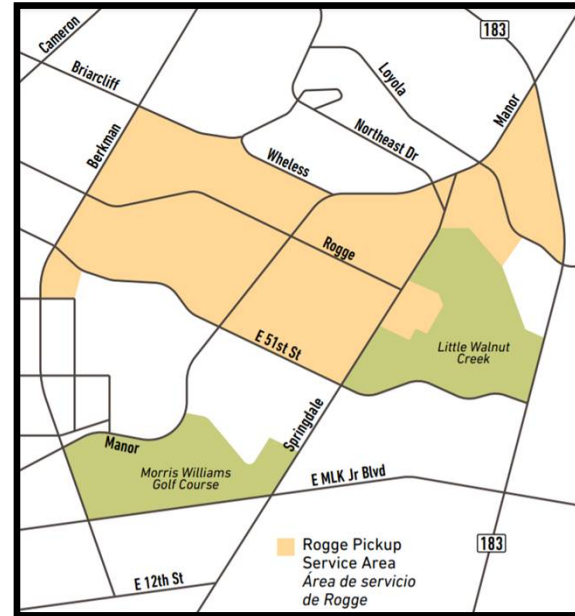


EXPOSITION

Current Pickup Zones



EAST ATX



NORTHEAST ATX

Approaches to Pickup Planning and Evaluation

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



Pickup Zone Pre-Selection Steps

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

Proposed Pickup Zone Scoring Matrix

CATEGORY	MEASURES / KPI	CRITERIA	POINTS AVAILABLE
Community Characteristics	Population Age 65 and Over	Zone compared to overall population demographics	5
	Zero Car Households	Zone compared to overall population demographics	5
	Median Household Income	% meeting affordable housing requirements, compared to overall population demographics	5
	Households in Poverty	Zone compared to overall population demographics	5
	Minority Population	Zone compared to overall population demographics	5
	Essential Services <small>(medical, grocery, schools, shopping centers, affordable housing)</small>	Serve significant destination needs within service zone	5
Service Quality	Passenger Wait Time	15 minutes or less	10
	Square Mileage	<= 4 sq. miles in-town, <= 7 sq. miles suburban	10
	Ridership	Total Ridership; Riders per service hour	10
Sustainability	Cost Effectiveness	Pre-designated generalized cost per passenger trip	10
	# of MetroAccess Customers	Zone compared to overall population demographics	10
	Shared Rides	% of trips shared with other passengers	10
TOTAL POSSIBLE POINTS			90

30 PTS

30 PTS

30 PTS

Attachment: PickupServiceStandards (4801 : Pickup Service Standards Framework)



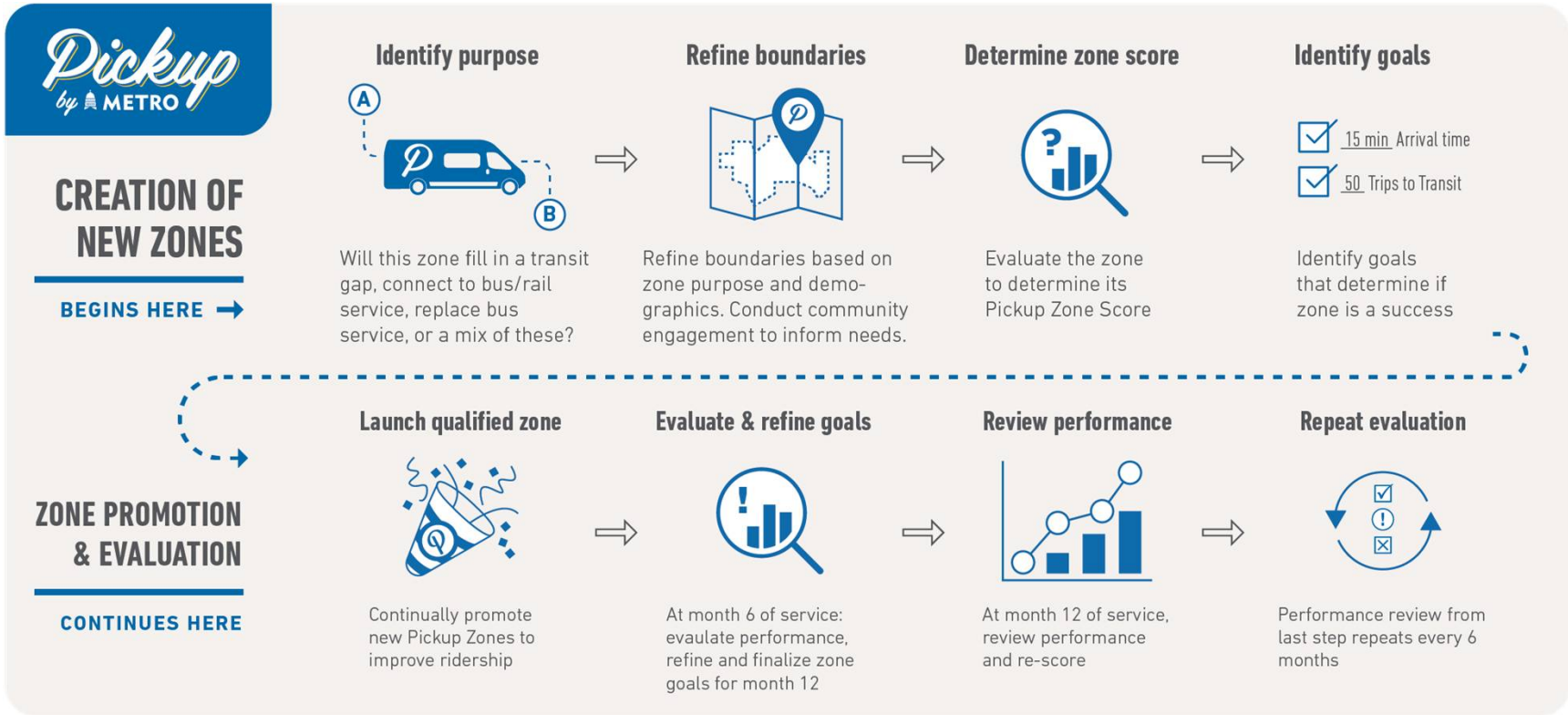
SCORE CATEGORIES

KEEP
+50 PTS

ADJUST
36-50 PTS

DISCONTINUE
35 PTS or Less

Complete Guidelines Overview



Upcoming Pickup Zones

March

Pflugerville (Contracted – outside service area)

Spring/Early Summer

North Dessau Zone

North Oakhill

South Menchaca

Community Engagement Timeline

~7 weeks prior to each launch

Outreach to Neighborhood associations, local business, community groups & elected officials with short survey/ info session

~3 weeks prior to launch

Social media messaging promoting the launch

~1 week prior to launch

Reminders to organizations regarding launch dates

Days before & ongoing after launch

In-person promotion of Pickup Service, Pickup brochures at local businesses in zones & mailers in many zones

Pickup Timeline

February 2021 Board Meeting

- Discussion of Program Framework

April 2021 Board Meeting

- Approval of Program Guidelines

Summer 2021

- Begin Launch of Next 3 Zones

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



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THANK YOU!

Attachment: PickupServiceStandards (4801 : Pickup Service Standards Framework)

**Capital Metropolitan Transportation Authority
Board of Directors**

MEETING DATE: 03/17/2021

(ID # 4812)

2021 Winter Weather Response

TITLE: 2021 Winter Weather Response

Winter Weather Response

Dottie Watkins – Chief Customer Officer/Chief Operating Officer
Capital Metro



Winter Weather & Our Community

- Communicating Service Levels via social media & ~350,000 MetroAlerts
- Emergency Operations Center support
 - Shelter transportation support
 - Dell Medical staff and patient transport
 - General population dialysis transport
- Meals on Wheels & Central Texas Food Bank deliveries – 569 households served



Winter Weather & Our Community

- MetroAccess focus on life-sustaining trips
 - Daily calls with dialysis customers and dialysis centers. Centers closed and slowly opened over two-weeks
 - Provided 1,080 dialysis trips in a two-week period



Attachment: February 2021 Winter Weather Recap BCredits (4812 : 2021 Winter Weather Response)

Continued Community Support

- Supported water distribution sites with shuttles
- Provided mobile water distribution sites using buses loaded with water
- Delivered a case of water to nearly 1,300 individual MetroAccess eligible households
- Offered free fares Feb. 18 through Feb. 28



Winter Weather & CapMetro Family

- Provided meals, bottled water and incentive pay
- CapMetro buildings as warming centers and/or shower facilities for staff and households
- Response to urgent needs by the CapMetro Family Cares team and employee-funded Disaster Relief Fund





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THANK YOU!