



Agenda - Final revised
Capital Metropolitan
Transportation Authority
Operations, Planning and Safety
Committee

2910 East 5th Street
Austin, TX 78702

Wednesday, January 17, 2024

12:30 PM

Rosa Parks Boardroom

Items marked with an * have been revised.

This meeting will be livestreamed at capmetrotx.legistar.com

I. Call to Order

II. Public Comment

III. Action Items

1. Approval of minutes from the December 4, 2023 Operations, Planning and Safety Committee meeting.
2. Approval of a resolution approving the formation of subcommittees of the Public Safety Advisory Committee (PSAC).
3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with World Wide Technology to replace network infrastructure technology in an amount not to exceed \$483,500.

IV. Presentations

- *1. Monthly Operations Update
- *2. CapMetro Public Safety Program Update

V. Items for Future Discussion

VI. 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.

Committee Members: Eric Stratton, Chair; Jeffrey Travillion, Paige Ellis 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

Operations, Planning and Safety Committee **Item #:** AI-2023-1040

Agenda Date: 1/17/2024

Approval of minutes from the December 4, 2023 Operations, Planning and Safety Committee meeting.

Minutes
Capital Metropolitan
Transportation Authority
Operations, Planning and Safety
Committee

2910 East 5th Street
Austin, TX 78702

Monday, December 4, 2023

1:30 PM

Rosa Parks Boardroom

I. Call to Order

1:41 p.m. Meeting Called to Order

Present	Jeffrey Travillion, Eric Stratton, Chito Vela, and Paige Ellis
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II. Public Comment

Zenobia Joseph provided public comments.

III. Action Items

1. Approval of minutes from the October 11, 2023 Operations, Planning and Safety Committee meeting.

A motion was made by Travillion, seconded by Ellis, that this Minutes be adopted. The motion carried by the following vote:

Aye: Travillion, Stratton, Vela, and Ellis

2. Approval of a resolution updating the Charter Statement for the Operations, Planning and Safety Committee.

A motion was made by Vela, seconded by Ellis, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 12/18/2023. The motion carried by the following vote:

Aye: Travillion, Stratton, Vela, and Ellis

3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Reeder Distributors, Inc. for a Steam Bay Bus Lift in an amount not to exceed \$211,350.

A motion was made by Ellis, seconded by Travillion, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 12/18/2023. The motion carried by the following vote:

Aye: Travillion, Stratton, Vela, and Ellis

4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Zonar System, Inc. to purchase subscription services for Electronic Driver Vehicle Inspection Records Services over a five-year period in a total amount not to exceed \$803,623.

A motion was made by Ellis, seconded by Vela, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 12/18/2023. The motion carried by the following vote:

Aye: Travillion, Stratton, Vela, and Ellis

5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute contracts with Lytx, Inc. to purchase subscription services for DriveCam Event Recorders over a three-year period in a total amount not to exceed \$552,960.

A motion was made by Vela, seconded by Travillion, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 12/18/2023. The motion carried by the following vote:

Aye: Travillion, Stratton, Vela, and Ellis

6. Approval of a resolution authorizing the President & CEO, or her designee, to execute an emergency purchase order to Cap-A-Bus Inc. to purchase services for bus accident repair and painting over a period of six months in a total amount not to exceed \$400,000.

A motion was made by Ellis, seconded by Vela, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 12/18/2023. The motion carried by the following vote:

Aye: Travillion, Stratton, Vela, and Ellis

7. Approval of a resolution authorizing the President & CEO, or her designee, to execute an emergency purchase order to JobSite Diesel for services of bus fleet scheduled and ad hoc repair services over a period of six months in a total amount not to exceed \$1,000,000.

A motion was made by Travillion, seconded by Ellis, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 12/18/2023. The motion carried by the following vote:

Aye: Travillion, Stratton, Vela, and Ellis

8. Approval of a resolution authorizing the President & CEO, or her designee, to execute a contract modification with Unifirst Corp. for maintenance related uniform rental and cleaning services over a one-year period, in a total amount not to exceed \$212,047.

A motion was made by Ellis, seconded by Vela, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 12/18/2023. The motion carried by the following vote:

Aye: Travillion, Stratton, Vela, and Ellis

9. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an extension of the existing lease with CapMetro's uniform vendor, 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 twelve (12) months, for a total amount of \$33,908 paid to CapMetro.

A motion was made by Travillion, seconded by Ellis, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 12/18/2023. The motion carried by the following vote:

Aye: Travillion, Stratton, Vela, and Ellis

10. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Convergent Technologies to purchase and install two cameras on each of the 88 new CapMetro Pleasant Valley and Expo Center Rapid stations for a one-year period, in an amount not to exceed \$383,286.

A motion was made by Vela, seconded by Ellis, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 12/18/2023. The motion carried by the following vote:

Aye: Travillion, Stratton, Vela, and Ellis

IV. Presentations

1. Monthly Operations Update

V. Items for Future Discussion

VI. Adjournment

2:50 p.m. Meeting Adjourned

ADA Compliance

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Committee Members: Eric Stratton, Chair; Jeffrey Travillion, Paige Ellis 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.

Operations, Planning and Safety Committee **Item #:** AI-2023-1025

Agenda Date: 1/17/2024

SUBJECT:

Approval of a resolution approving the formation of subcommittees of the Public Safety Advisory Committee (PSAC).

FISCAL IMPACT:

This action has no fiscal impact.

STRATEGIC PLAN:

Strategic Goal Alignment:

- | | |
|---|---|
| <input checked="" type="checkbox"/> 1. Customer | <input checked="" type="checkbox"/> 2. Community |
| <input type="checkbox"/> 3. Workforce | <input checked="" type="checkbox"/> 4. Organizational Effectiveness |

Strategic Objectives:

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

EXPLANATION OF STRATEGIC ALIGNMENT: The Public Safety Advisory Committee (PSAC) advises the CapMetro team and Board on matters concerning the public safety program, emphasizing a community-driven approach.

BUSINESS CASE: Does not apply

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval at the Operations, Planning and Safety Committee meeting on January 17, 2024.

EXECUTIVE SUMMARY: The CapMetro Advisory Committees Policy provides that the Board of Directors may approve the formation of subcommittees to work on specific, important issues when community input on such issues may enhance the development and implementation of a project. This resolution authorizes PSAC to form subcommittees as needed to enhance the development and implementation of CapMetro's public safety

program, including matters related to the standing up of the transit police department. All PSAC meetings and subcommittee meetings are open to the public.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply

RESPONSIBLE DEPARTMENT: Public Safety

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-1025

WHEREAS, the Public Safety Advisory Committee (PSAC) serves a critical role in providing recommendations to the CapMetro team and Board on matters pertaining to the public safety program and community relations; and

WHEREAS, the CapMetro Advisory Committees Policy acknowledges the significance of community input in addressing important issues and allows for the formation of subcommittees to work on specific areas of concern; and

WHEREAS, the creation of subcommittees within PSAC is identified as a means to enhance the PSAC's ability to address specific projects or service initiatives in a focused manner, fostering greater community engagement and responsiveness.

NOW, THEREFORE, BE IT RESOLVED by the CapMetro Board that the Public Safety Advisory Committee (PSAC) is authorized to form subcommittees as needed to address specific projects or service initiatives within the scope of the Board approved PSAC charter.

**Secretary of the Board
Becki Ross**

Date: _____

I. OVERVIEW:

Texas Transportation Code Section 451.109 and the Capital Metropolitan Transportation Authority (“CapMetro”) Board of Directors (the “Board”) Bylaws authorize the Board to from time to time establish citizen advisory committees or taskforces to make recommendations to the Board or the President & CEO on the operation of CapMetro. The citizen advisory committees shall have the purposes, structure, duties, and powers as may be determined by the Board. The Board believes that although no one approach guarantees successful involvement, effectiveness in communication and building community trust stems from careful planning and attention to creating a balance between the needs of CapMetro and the needs of the community.

II. POLICY:

Citizen advisory committees established by the Board shall have the structure, duties, and powers set forth in this policy, Board Bylaws, and applicable law.

- A. Membership:** Each committee will consist of at least eight (8) members who are appointed by each member of the CapMetro Board of Directors. For a committee with greater than 8 members, the additional members shall be appointed by the Board Chair or in accordance with the applicable committee charter. Members of each committee will serve at the will of their appointing Board member and their term shall end with the end of their appointing member's term (see section c). The committee members will represent diverse backgrounds, abilities, and interests, including but not limited to, those who may be limited English speaking or who have disabilities, or who have different levels of experience with public policy and group decision making. These members must live in or around the CapMetro service area and may include residents, business owners and other key stakeholders concerned about transit service in the service area. There is a preference that members be transit users. The members shall have knowledge about and interests in, and represent a broad range of viewpoints about, the work of the committee. Per Board Bylaws, elected officials and candidates may not serve on advisory committees, unless otherwise determined by the Board.
- B. Appointment:** As per statutory requirements, each member of the Board will select their appointees based on a recommendation from the President & CEO.
- C. Terms of Appointment:** The members of each of the advisory committees serve at the pleasure and concurrently with the appointing Board member. Members appointed by the President & CEO and confirmed by the Board serve at the pleasure of the President & CEO.

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- D. Authority:** Each committee's highest level of authority is to provide advice and recommendations to the Board. A member of any one of the advisory committees may not act in an official capacity except through the action of the Board.
- E. Absences:** A committee member who is absent for three (3) consecutive regular meetings or one-third (1/3) of all meetings in a twelve-month period automatically vacates the position. This does not apply to an absence due to an illness or injury if the committee member notifies the appointing Board member or the designated CapMetro Staff Liaison of the reason for the absence no later than the next committee meeting.
- F. Resignations:** A member who seeks to resign from a committee shall submit a written resignation to the appointing Board member and give notice to the Staff Liaison. If possible, the resignation should allow for a thirty-day notice so the Board member can appoint a replacement.
- G. Reporting:** The advisory committees report directly to the Board. However, any reports to the Board will be submitted to the Staff Liaison so that reports can be distributed in a timely manner for review by the entire Board. The Chair of each committee or a designated CapMetro staff member will report to the Board on the committee's activities at each monthly Board meeting.
- H. Recommendations:** The Board will receive committee recommendations only when they include:
- i. Full description of the issue under deliberation;
 - ii. Information provided captures all sides of an issue; and
 - iii. The Staff Liaison has presented the recommendation to the CapMetro President & CEO and the recommendation has been placed on the agenda for consideration by the appropriate Board Committee.
- I. Roles & Responsibilities of the Advisory Committees:**
- i. Serve as a resource to CapMetro in promoting and educating the public regarding acceptance and usage of the transit system across jurisdictions and in suburban communities; and
 - ii. Provide a sounding board for innovative practices and ideas on specific topics of importance to CapMetro.
- J. Subcommittees or Ad Hoc Task Forces:** The Board may approve the formation of subcommittees or Ad Hoc Task Forces to work on specific issues of importance to the Authority when community input on such issues may enhance the development and implementation of a project or service initiative.

- K. Timelines:** The Board will set specific timelines for requested input.
- L. Compensation:** A member of an advisory committee may not be compensated by the Authority for committee service but is entitled to reimbursement for actual and necessary expenses incurred in the performance of committee services.
- M. Transparency:** Advisory committee meetings will be open to the public and staff will make meeting information, including meeting calendars, agendas and minutes readily available to the public.

References: 1. "A Synthesis of Transit Practice, " Transit Cooperative Research Program Synthesis 85, Effective Use of Citizen Advisory Committees for Transit Planning and Operations Washington, DC, 2010. 2. Boards & Commissions Appointment Process, City of Austin, Texas.

Operations, Planning and Safety Committee **Item #:** AI-2023-1043**Agenda Date:** 1/17/2024**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with World Wide Technology to replace network infrastructure technology in an amount not to exceed \$483,500.

FISCAL IMPACT:

Funding for this action is available in the 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: Maintaining and replacing network infrastructure technology such as routers, firewalls, and switches in a state of good repair ensures stable and reliable systems available to both internal and external customers.

BUSINESS CASE: This is a state of good repair initiative to replace network security, network switch equipment, and wireless access point equipment that are types of network infrastructure technologies and have exceeded their useful life. The lifecycle of the typical network infrastructure technology is four to seven years. Each year out of life cycle network infrastructure technology is replaced to maintain a state of good repair. Failure to act will result in issues with network performance and reliability as well as increasing the risk of outages. Annually, the overall design, security, and roadmap is reviewed for implementation of a long term secure and robust solution that supports business continuity

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on January 17, 2024.

EXECUTIVE SUMMARY: This contract will provide for the annual replacement of network infrastructure technology that is past its useful life to ensure stable and reliable systems available to both internal and external customers.

DBE/SBE PARTICIPATION: Due to the nature of the solicitation a DBE goal was not established on this project.

PROCUREMENT: CapMetro will utilize the Department of Information Resources (DIR) Contract Number DIR-CPO-4870, held by World Wide Technology LLC. for Cyber Security Products and Services.

DIR awarded contracts are made available for use by CapMetro 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 to Replace Firewalls Appliances & Software with 3-Year Support Subscription was determined to be fair & reasonable by the DIR organization during its solicitation and award process.

The pricing provided by World Wide Technology is the best value to CapMetro, considering cost analysis using previous purchases and current market rates to Replace Firewalls Appliances & Software with 3-Year Support Subscription. The term of the Contract is three (3) years from notice to proceed. The lump sum price is as follows:

Description	Lump Sum Price
Replace Firewalls Appliances & Software with 3-Year Support Subscription	\$483,500.00

The contract is a fixed price contract.

RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-1043

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management endeavor to provide adequate state of good repair to the network infrastructure technology.

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 World Wide Technology to replace network infrastructure technology in an amount not to exceed \$483,500.

**Secretary of the Board
Becki Ross**

Date: _____



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2023-778

Agenda Date: 1/17/2024

Monthly Operations Update



Operations KPI Discussion

Operations, Planning, and Safety Committee

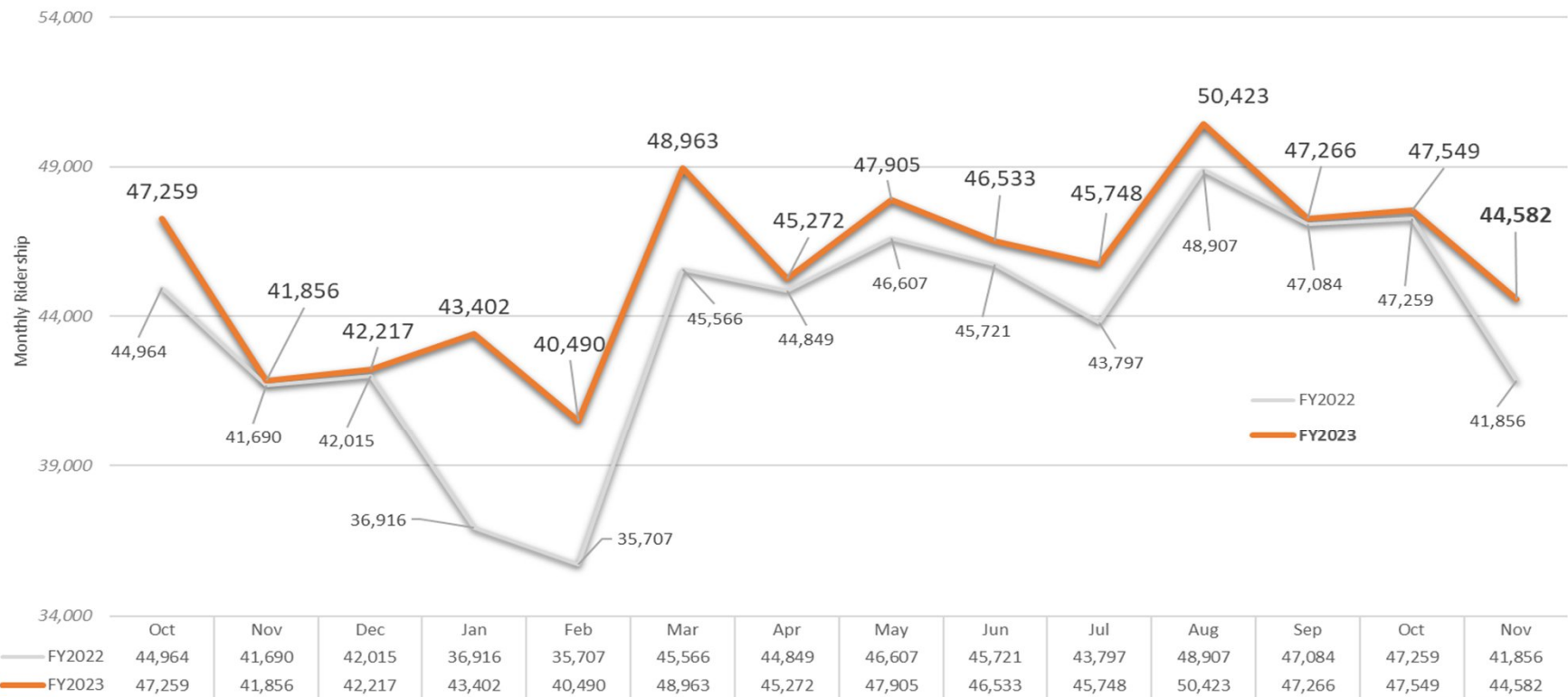
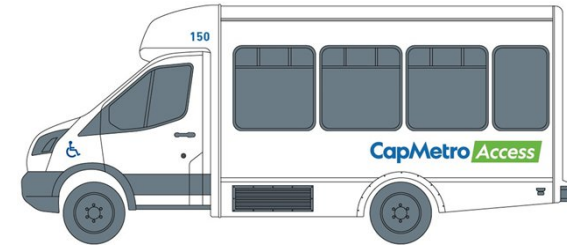
January 2024

CapMetro

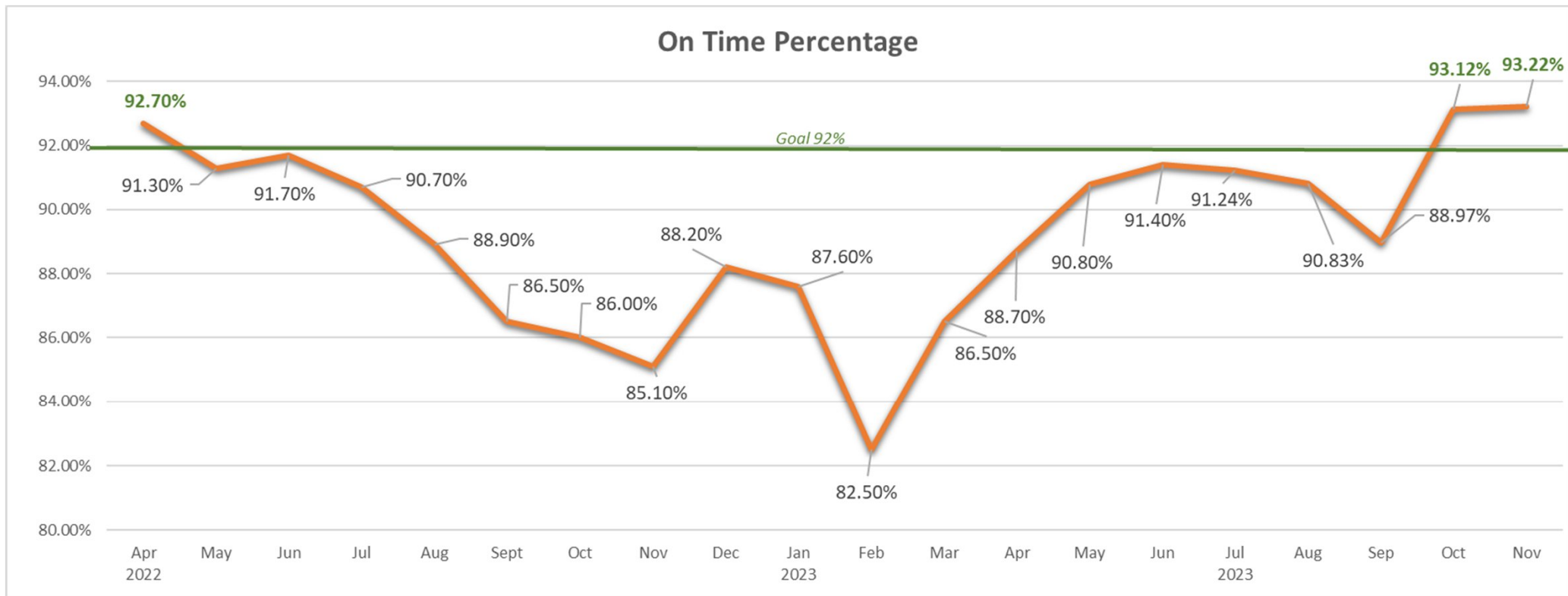
CapMetro Access

Ridership: CapMetro Access

ACCESS RIDERSHIP COMPARISON - 2022 to 2023

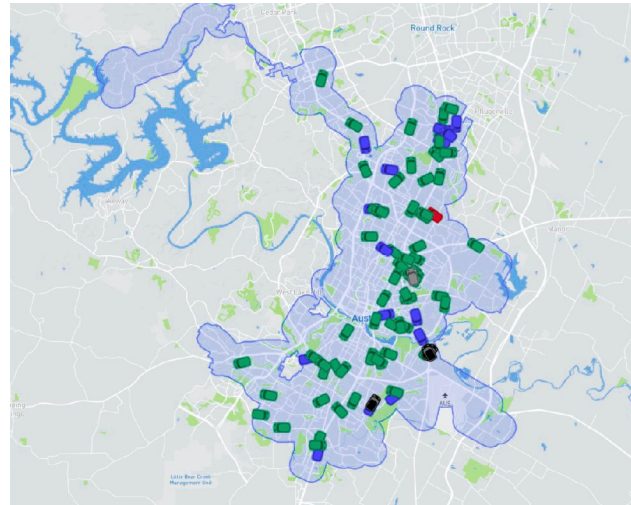


Reliability: CapMetro On Time Percentage (OTP)



CapMetro Access Performance Insights – Nov 2023

- Spare Rider Tools Launch
 - November 1 - Spare Pay
 - December 1 - CapMetro Access app pilot
- OTP: Highest OTP in over 18 months
- Chad Ballentine (VP of Demand Response) has taken a new role outside of CapMetro. Sara Sanford will be Interim VP.
- Replacing 47 Paratransit Vehicles into the new year starting with 10 vehicles week of 12.25.23.



CapMetro

Pickup Service

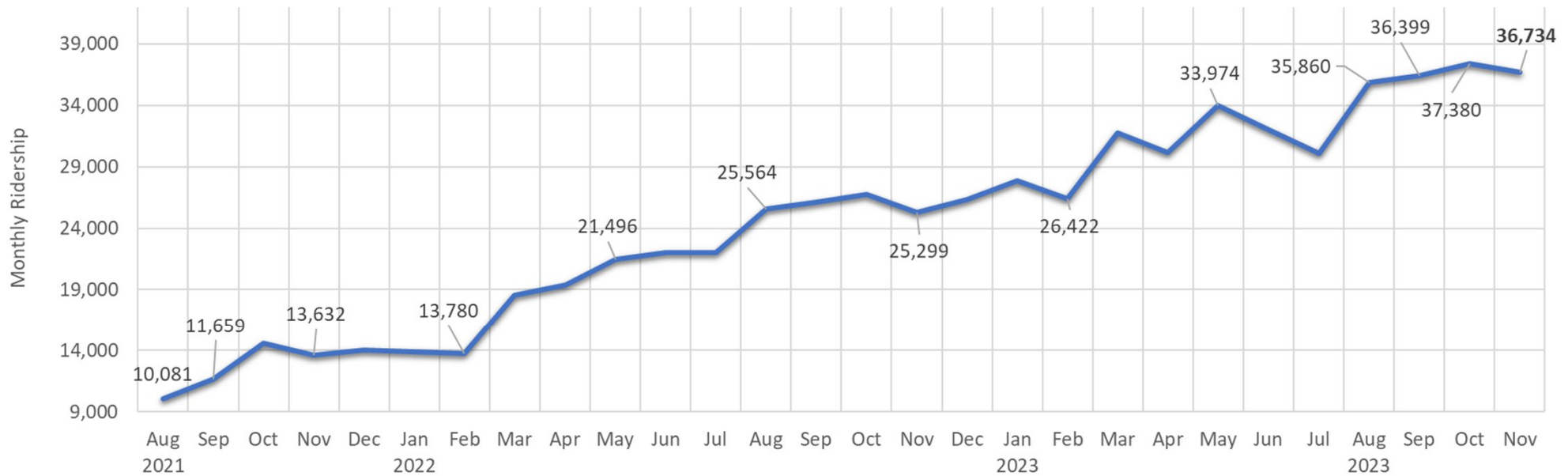
Ridership: Pickup

Ridership Change Over Prev. Year
(FY22 vs. FY23)

62%



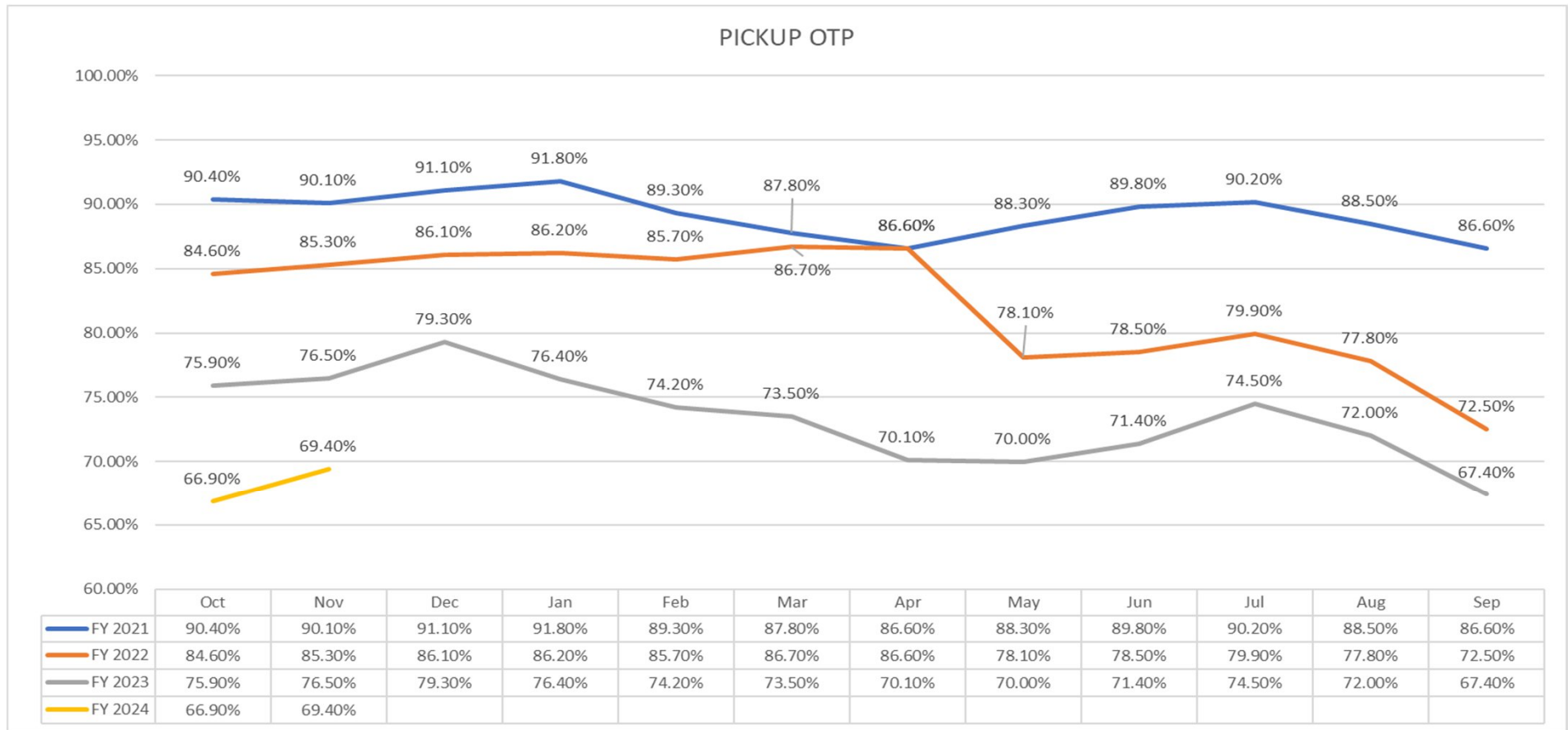
PICKUP RIDERSHIP GROWTH - Previous 24 months



CapMetro

7

Reliability: Pickup On Time Performance (OTP)



Pickup Performance Insights - November

- Served an average of 1613 riders per weekday
- Customer Rating (1-5): 4.84
- Served 36,734 passengers. That's 10,648 more passengers than November 2022, Averaging 4.6 customers per hour.



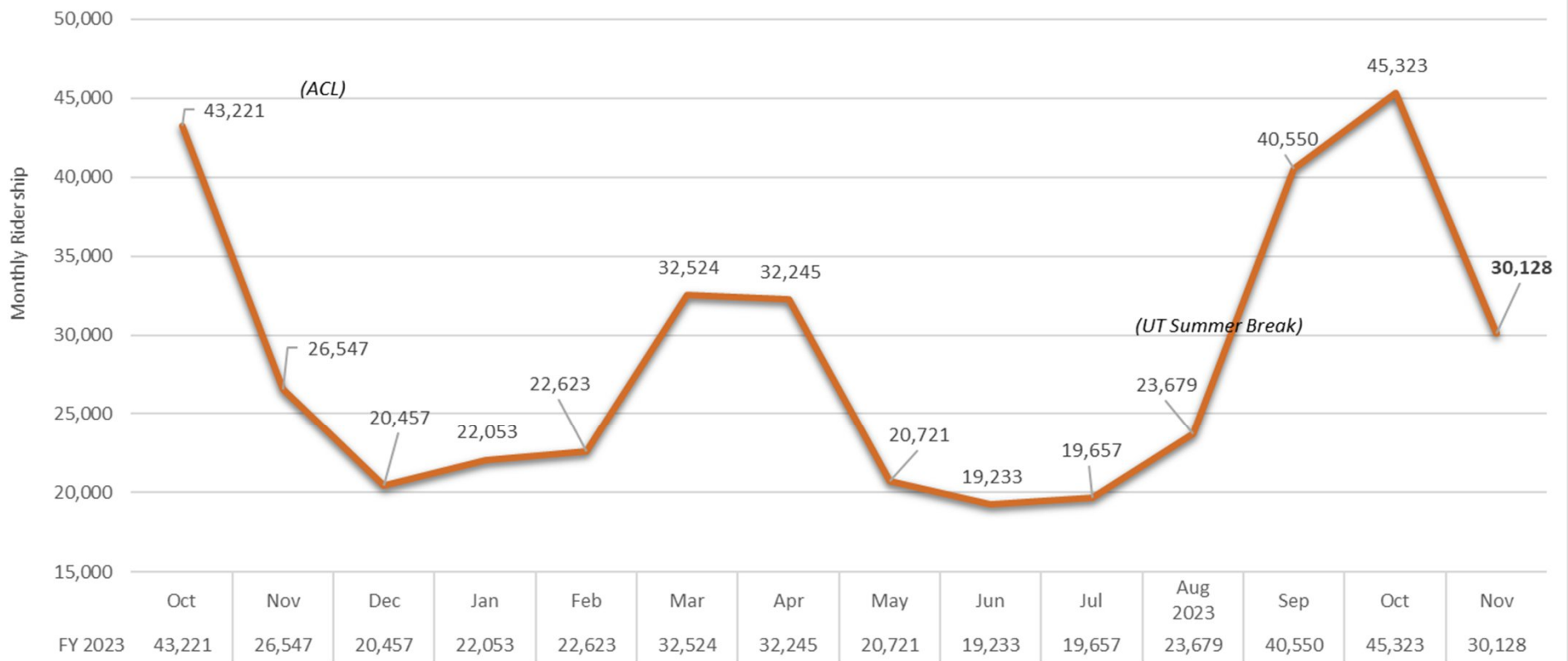
CapMetro

MetroBike

Ridership: MetroBike



METROBIKE RIDERSHIP



MetroBike Performance Insights - November

- Moved to a new facility.
 - Operations are underway; however, further efforts are required to establish the facility as a fully functional operational bikeshare center.
- RFP is in the final stages of decision making for 10-year contract to modernize the system.



CapMetro

Rail Service



- Systemwide Ridership
- Fixed-Route Ridership
- Rail Ridership
- Access Ridership
- Pickup Ridership

Rail Ridership

Rail ridership measures unlinked passenger trips on CapMetro's rail service. Reported monthly.

Reporting Period:

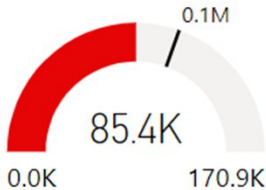
November

2023

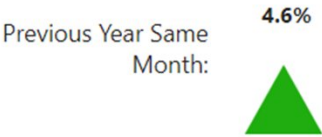
Performance Gauge
Monthly Ridership



Performance Gauge
FY to Report Period Cumulative Ridership



Ridership Change

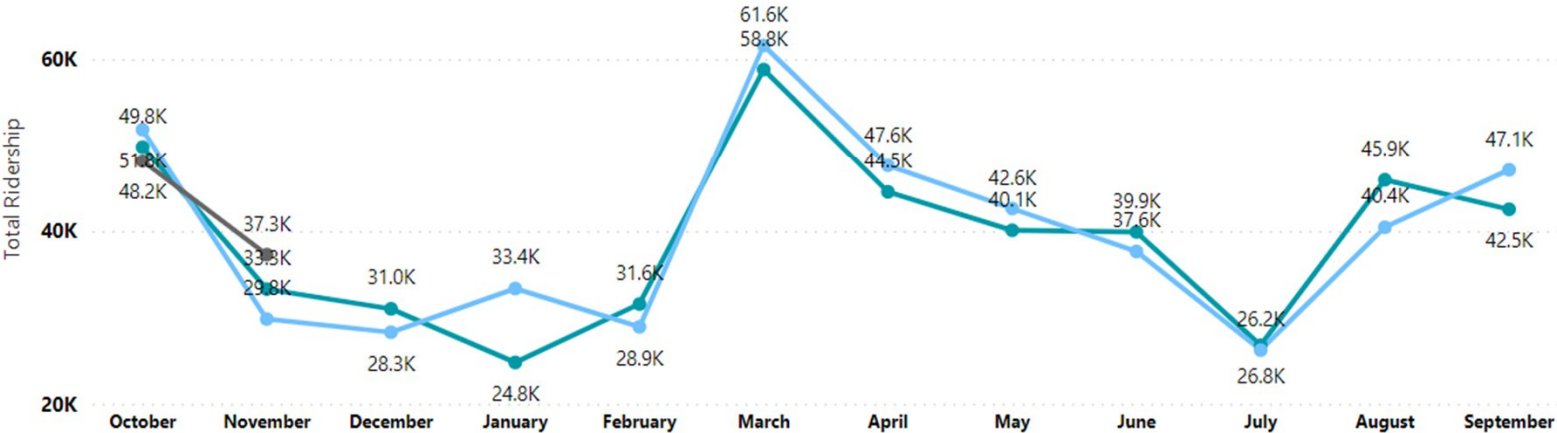


Navigate between drill-down charts:

- By Month
- By Day of Week

Monthly Ridership

FY 2022 FY 2023 FY 2024



Fiscal Year

All

Performance Insights

Continuous Rail Ridership Objectives

- Staff will continue to ride the train for quality control once a month
- Continue outreach speaking customers to understand their concerns
- Continue cross-functional meetings with internal staff to discuss course corrections, and (Planning, Safety, Marketing and Communications, Community Engagement)
- Review protocols and procedures and ensure customers are adequately informed of the delays in service



Fixed-Route OTP

Rail OTP

Access OTP

Pickup OTP

Rail On-Time Performance

On-time performance for Rail is measured as the percentage of actual departure times that are less than six minutes late and not prior to scheduled departure times.

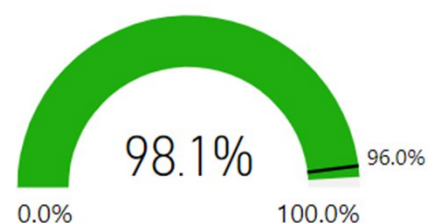
Reporting Period:

November

2023

Performance Gauge

Monthly Average Percentage



OTP Change

Previous Month:

0.9%



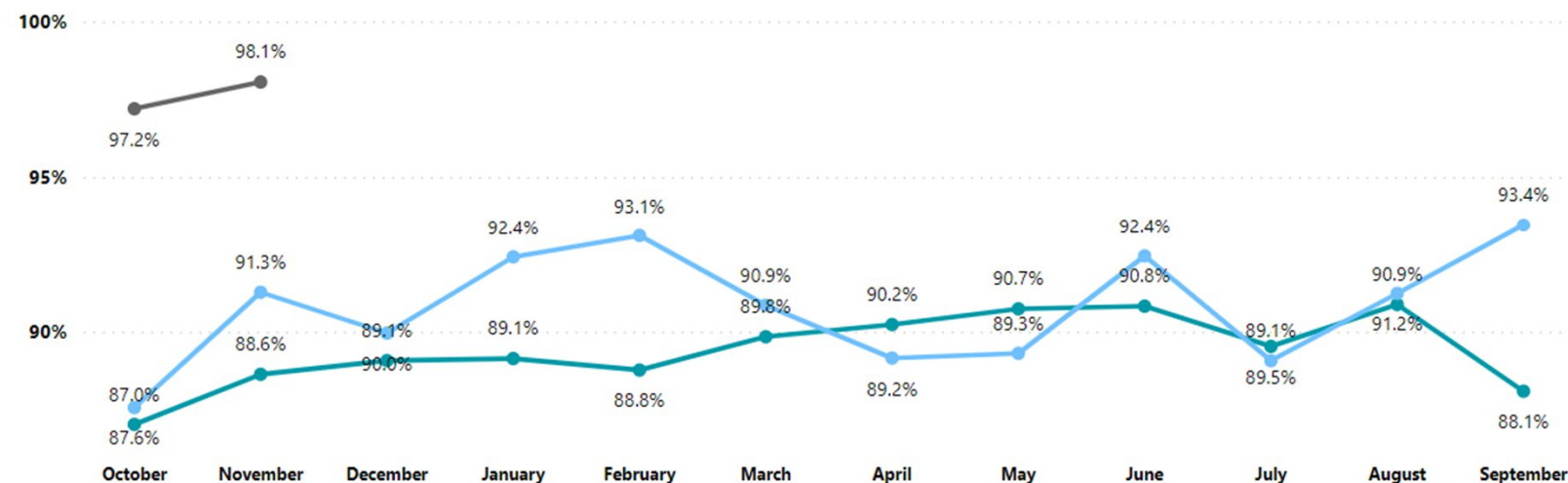
Previous Year Same Month:

7.44%



Monthly On-Time Performance

FY 2022 FY 2023 FY 2024



Fiscal Year

All

Performance Insights

Rail On-Time Performance

- Continue to maximize the current schedules to meet customer needs
- Continue discussions with Planning updating schedules
- Trespassers - Be proactive with Community Engagement; Operations Life Saver at community meetings/events, churches, schools



Fixed-Route MDBF

Demand Response MDBF

Rail MDBF

Rail Mean Distance Between Failures (MDBF)

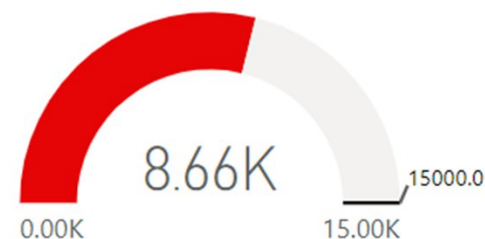
Measure reports the miles traveled between bus mechanical failures that prevent the vehicle from completing a scheduled trip or starting the next scheduled trip because vehicle movement is limited or due to safety concerns.

Reporting Period:

November

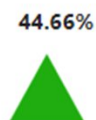
2023

Performance Gauge
Average



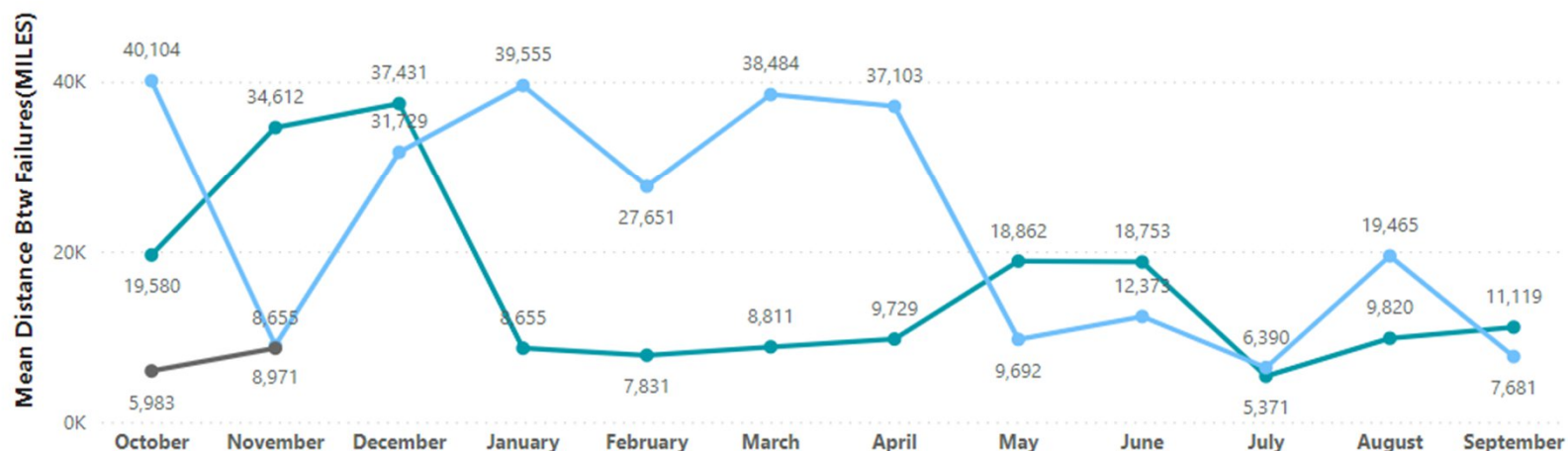
Change

Previous Month:



MDBF by Month

Year ● 2022 ● 2023 ● 2024



Fiscal Year

All

Performance Insights

Rail Mean Distance Between Failures

- Continue to look at trends, analyze faults, and failures
- Continue to monitor lead time of ordering parts
- Continue to boost productivity and expedite task completion
 - Prioritize overhauls
 - Increase train inspections/Cleanliness
 - Enhance preventative maintenance efforts

CapMetro

Bus Service

Service Provider Transition – Keolis Inc.

- Milestones & Transition Overview:
 - 12 of 12 contractual deliverables are at 100% complete
 - Labor Relations Plan currently in process – JHSC restart
 - Employee Health Benefits – Open Enrollment started December 18th, 2023
 - Start-Up/Mobilization Plan is complete
 - Trapeze & UKG Payroll System is currently being implemented
 - Maintenance Operation Plan is complete

Mobilization Overview

12/17/23

% COMPLETE

84%

MILESTONES DUE

Milestones that are coming soon.

Name	Finish

12/10/23

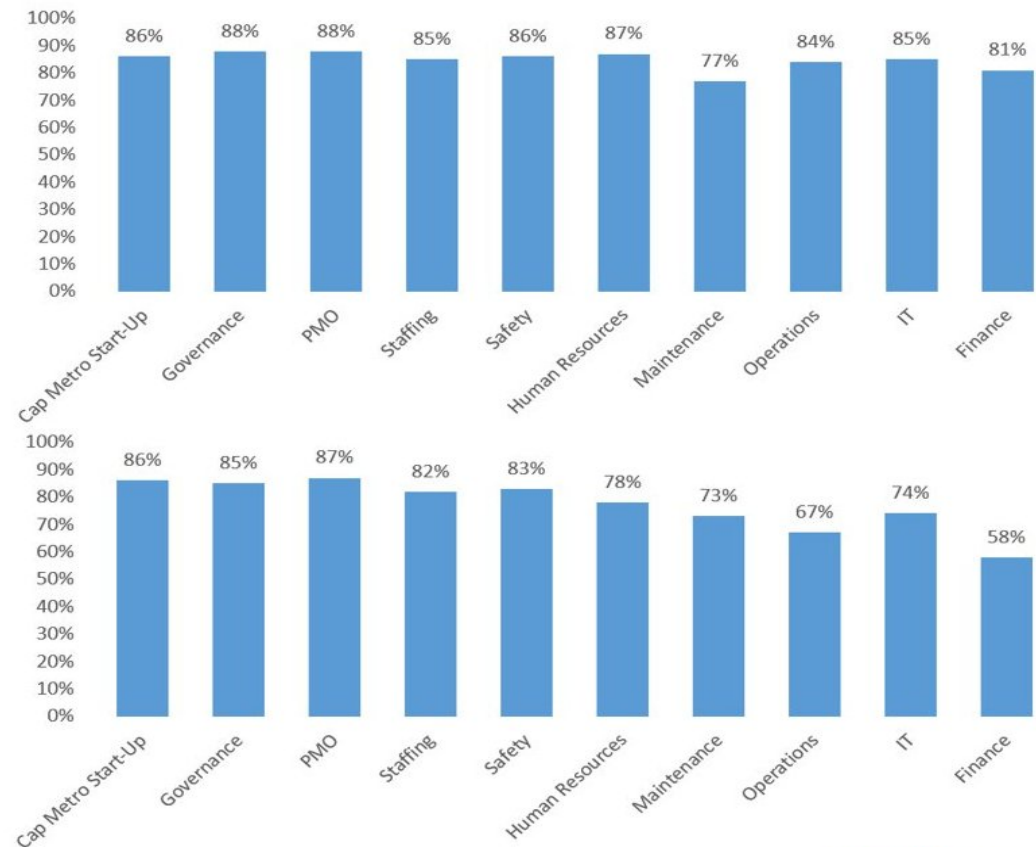
% COMPLETE

73%

MILESTONES DUE

Milestones that are coming soon.

Name	Finish



KEOLIS

CapMetro

22



- Systemwide Ridership
- Fixed-Route Ridership
- Rail Ridership
- Access Ridership
- Pickup Ridership

Fixed-Route Ridership

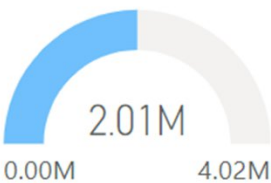
Fixed-Route ridership measures unlinked passenger trips on CapMetro bus services (Bus, Express, and Rapid). Measure reported monthly.

Reporting Period:

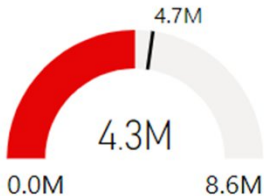
November

2023

Performance Gauge
Monthly Ridership



Performance Gauge
FY to Report Period Cumulative Ridership



Cumulative Ridership Change

Previous Year Same Month: 12.8%

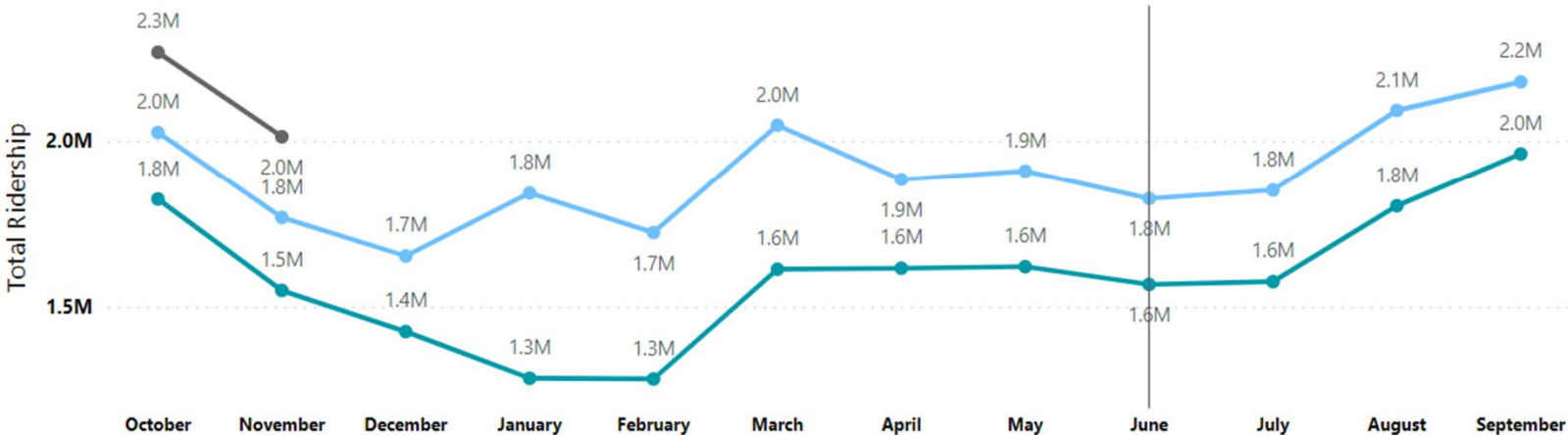


Navigate between drill-down charts:

- By Month
- By Service Type
- By Route
- By Day of Week

Monthly Ridership

FY 2022 FY 2023 FY 2024



Fiscal Year

All



Fixed-Route OTP

Rail OTP

Access OTP

Pickup OTP

Fixed-Route On-Time Performance

On-time performance (OTP) for Bus and Express is measured as the percentage of actual departure times that are less than six minutes late and not prior to scheduled departure times. Rapid operates on a headway-based schedule; its OTP is measured as a difference of less than five minutes or 50 percent of the headway, whichever is less, than the preceding bus.

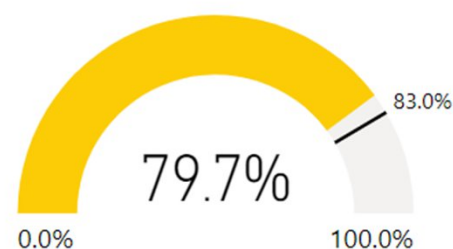
Reporting Period:

November

2023

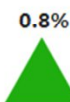
Performance Gauge

Average Percentage



OTP Change

Previous Month:



Previous Year Same Month:



Navigate between drill-down charts:

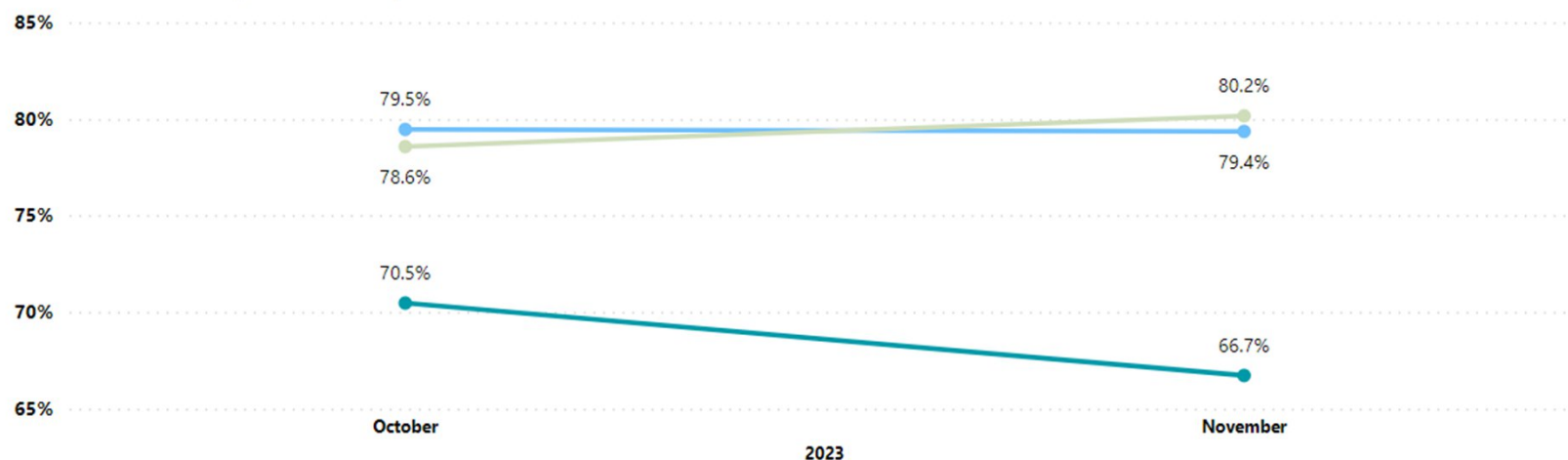
By Month

By Service Type

By Route

Monthly On-Time Performance

MetroBus MetroExpress MetroRapid



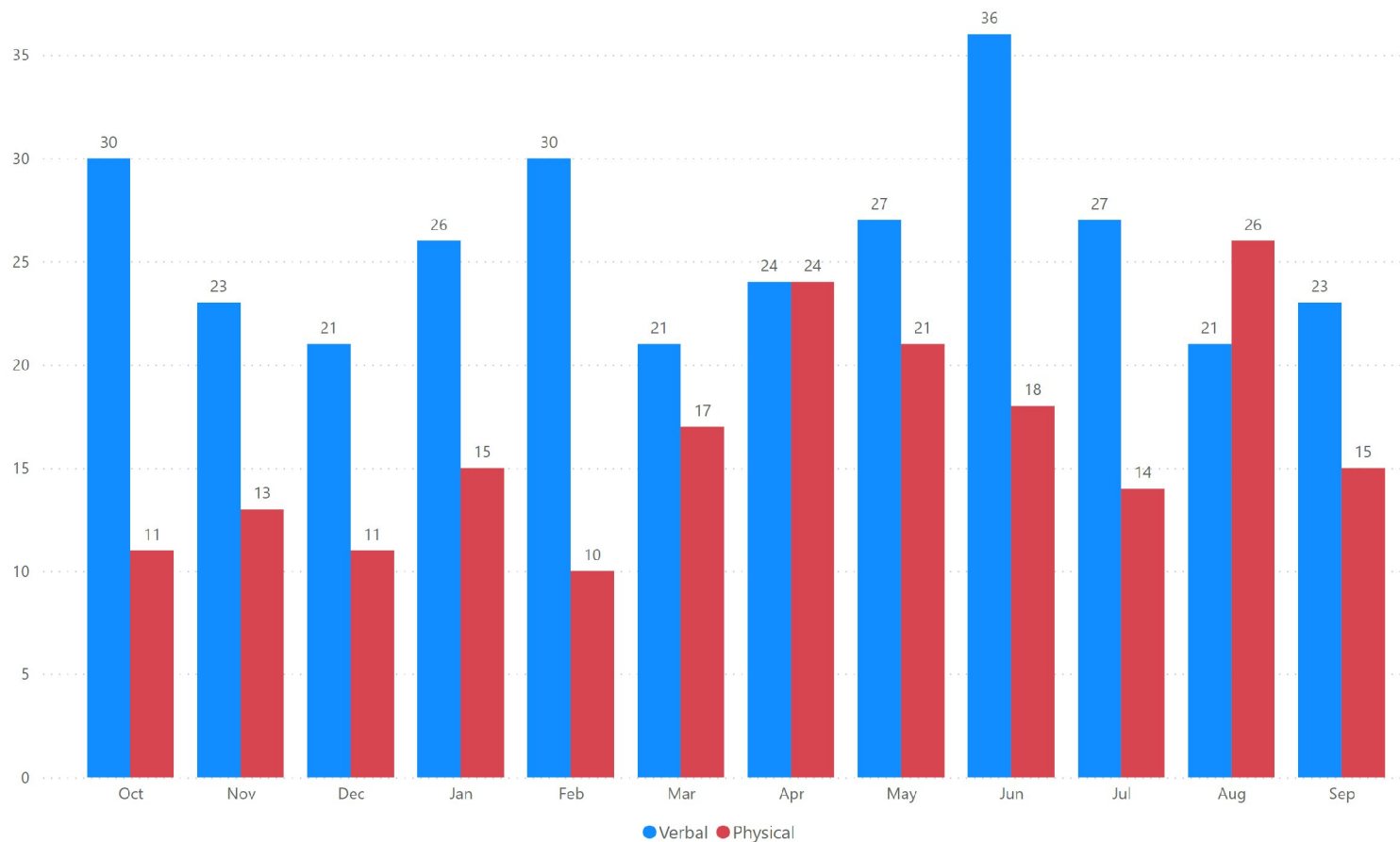
Fiscal Year

2024

Operator Security Incidents by Month

10/1/2022 to 9/1/2023

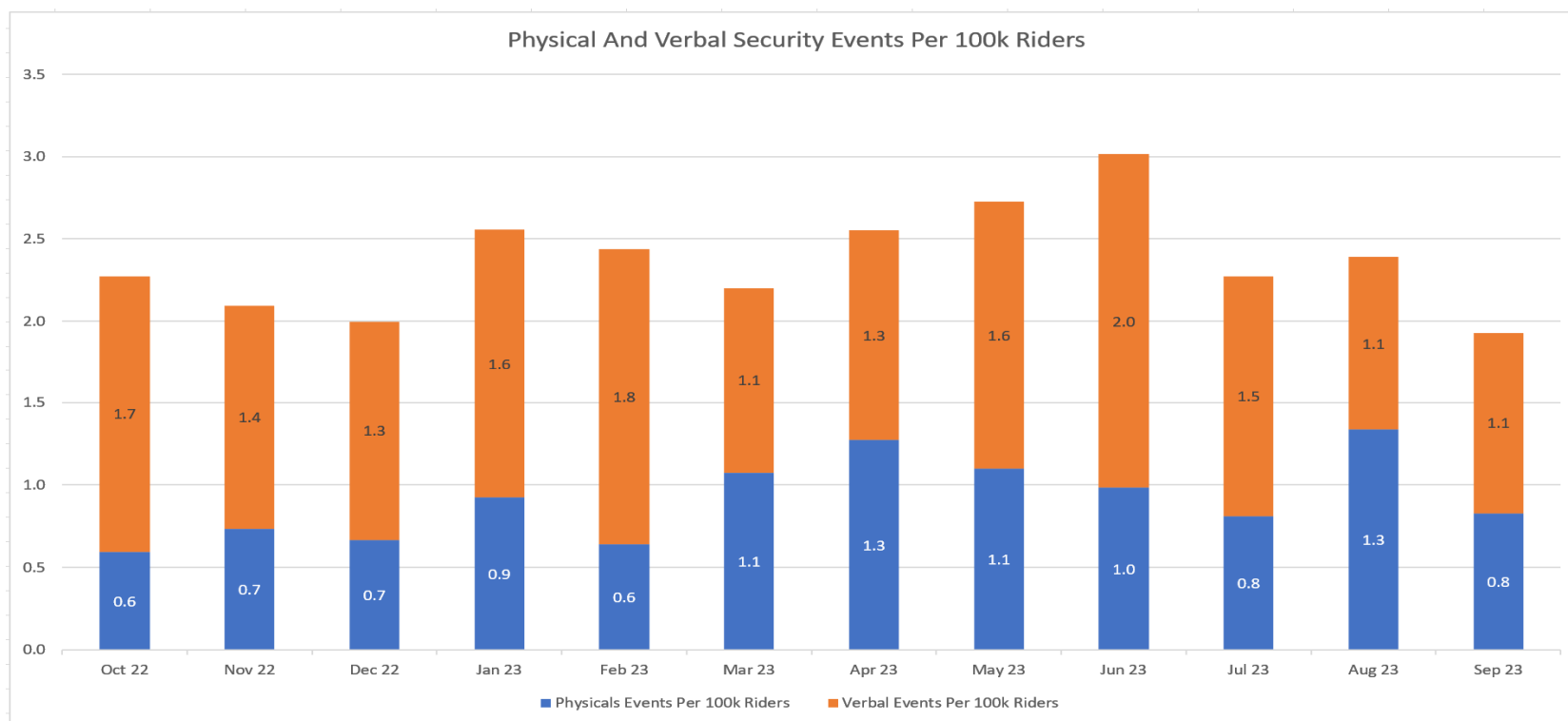
Security Incident: CapMetro defines security incidents as any event caused by an individual on a vehicle or at a facility that negatively impacts the customer or employee experience, resulting in a less secure environment. These events can include verbal or physical assaults between customers and/or employees or someone physically damaging a vehicle or agency property.



Operator Security Incidents Per 100k Riders

10/1/2022 to 9/30/2023

Security Incident: CapMetro defines security incidents as any event caused by an individual on a vehicle or at a facility that negatively impacts the customer or employee experience, resulting in a less secure environment. These events can include verbal or physical assaults between customers and/or employees or someone physically damaging a vehicle or agency property.





Fixed-Route MDBF

Demand Response MDBF

Rail MDBF

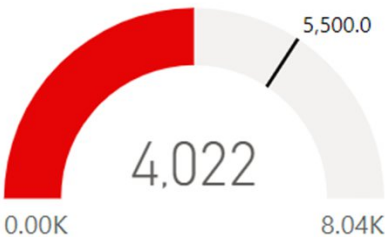
Fixed-Route Mean Distance Between Failures (MDBF)

Measure reports the miles traveled between fixed-route bus mechanical failures that prevent the vehicle from completing a scheduled trip or starting the next scheduled trip because vehicle movement is limited or due to safety concerns.

Reporting Period:

November
2023

Performance Gauge
Average Percentage



Change

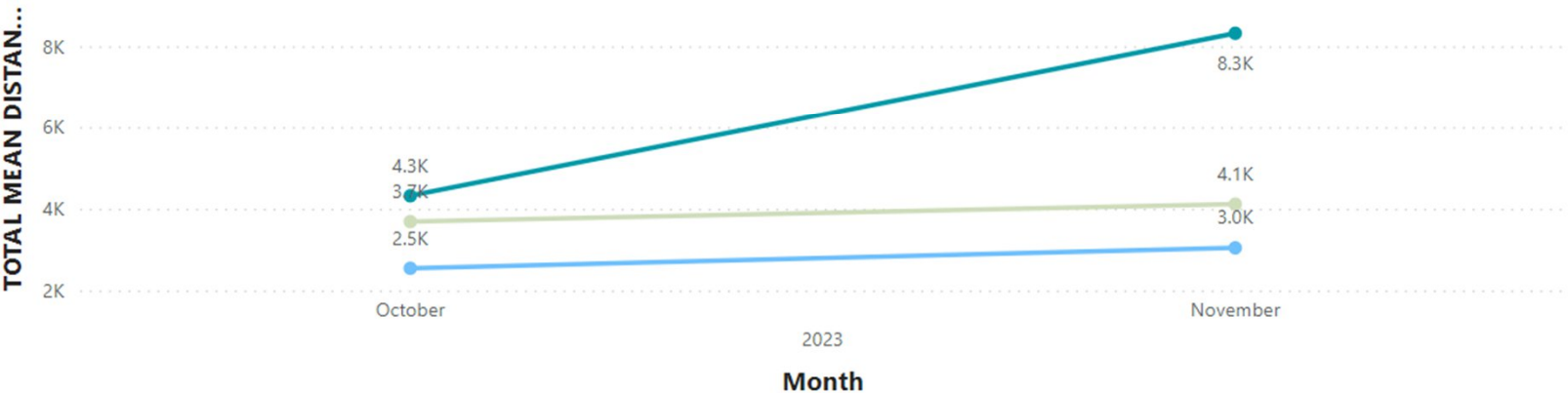


Navigate between drill-down charts:

By Month By Service Type

MDBF by Service

SERVICE NAME MetroRapid MetroExpress MetroBus



Route Group, Route Name

All

Service Type

All

Fiscal Year

2024

Performance Insights (Bus)

Continuous Operational Objectives:

- Maintain 1% Vehicle Reliability Goal on a consistent basis
 - Having weekly meetings with our Maintenance Team to continue assessing gaps and working on improvement strategies.
- Monitor and reassess our current PMI Program
 - Having weekly meetings with our Maintenance Team to continue assessing gaps and working on improvement strategies.
- Implement new OTP adjustments (geo-fencing assessment)
- Continue to push our Operations Service Sustainability Plan
- Evaluate our APC data with ridership, to better manage service efficiency

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Questions



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2024-1059

Agenda Date: 1/17/2024

CapMetro Public Safety Program Update

CapMetro

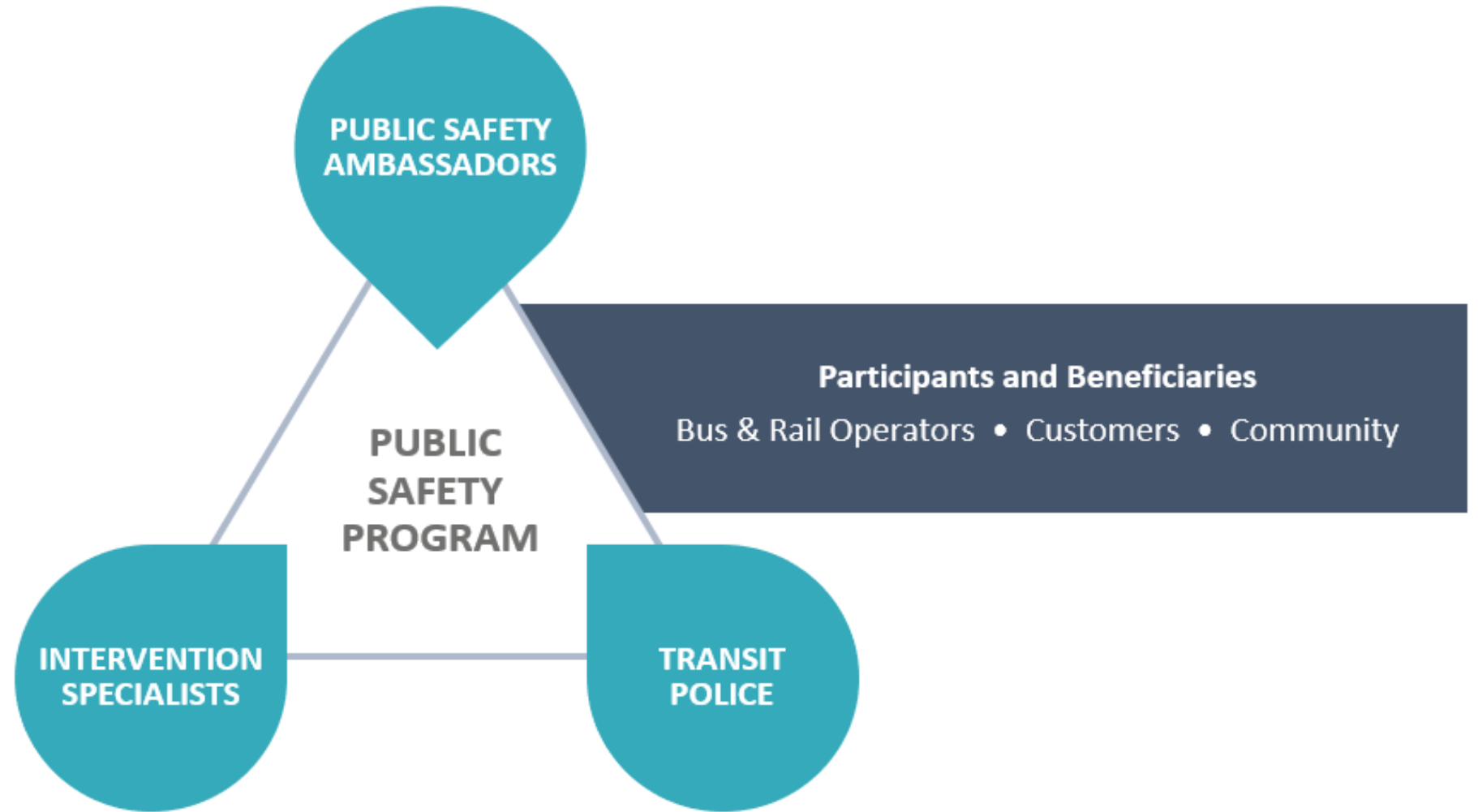
Public Safety Program Update

January 2024

Agenda

- Public Safety Program Update
 - The 3-Pronged Model
 - Public Safety Ambassadors
 - Community Intervention Specialists
- Public Safety Engagement to Date
 - What We've Done
 - What We've Heard
- Engagement Plan
- PSAC Subcommittee Overview
- Community Initiatives and Outreach
- Q&A

Public Safety Program



Public Safety Ambassador Program

- The Public Safety Ambassador (PSA) program is now fully operational.
- The Ambassadors focus on customer and employee support and system public safety.



Public Safety Ambassador Program Activity

Average Monthly Activity

- 80 Calls for service
- 540 Security Sweeps
- 5,300 Customer contacts
- 2,500 Employee contacts



Community Intervention Specialist Program

- The Community Intervention Program is fully operational.
- Outreach with vulnerable populations on the CapMetro system.
- Connect people with resources in the region and coordinate with city and regional partners in this work.



Community Intervention Program Activity

- Average Monthly Activity 2022-2023
 - 94 Engagements
 - 25 Referrals
 - 8 Coordinated Assessments
 - 2 Refusals
- 2022-2023
 - 10+ People permanently housed (2022-2023)
 - 10+ People employed (2022-2023)



Transit Police Officers

Current

- CapMetro currently hires off-duty Austin Police Department officers who work as Transit Police Officers (TPOs).
- TPOs respond to escalated incidents, patrol CapMetro facilities, and support special event operations
- Functions limited due to available officers and nature of “off-duty” work

Future

- CapMetro Board authorized the creation of CapMetro Transit Police Department in 2021
- Transit Police will continue to be part of three-prong approach offering the appropriate response to each public safety issue
- Transit Police Department will be small and CapMetro will still rely on partner resources during major events and emergencies

CapMetro Transit Police - *status*

- Certification from Texas Commission on Law Enforcement (TCOLE) is required before sworn officers begin service.
 - Certification includes verification of:
 - Certain policies
 - Facility
 - Dispatch
 - Board authorization
 - Resource allocation
- TCOLE certification is anticipated in Spring 2024 but will not immediately result in officers on system.
- Transit Police Department operations to begin in FY2025.

Transit Police FY2024 Activities

The following activities will be prioritized to support TCOLE certification. Some will occur between TCOLE certification and operations beginning.

- Building out and moving into Transit Police facility
- Drafting, Reviewing Finalizing Policies and Procedures (“General Orders”)
- Finalizing Transit Police Branding and Appearance
- Procuring equipment (vehicles, uniforms, radios, etc.)
- Developing and refining the budget
- Entering into agreements with partners for specific TPD operations
- Developing and executing nation-wide recruitment plan
- Hiring and training initial sworn officers
- Developing training plan and partnerships
- Developing data standards and reporting mechanisms.

Community engagement will be ongoing throughout the year, prioritizing engagement on TCOLE-reviewed items.

2024 Engagement Efforts

- To Date:
 - Community events and stakeholder meetings
 - Specific engagement on preferred characteristics of TPD Chief
 - Creation of Public Safety Advisory Committee (PSAC)
 - Meetings bi-monthly and detailed foundation setting to prepare for focused engagement on policies, job descriptions, etc.
 - Regular updates on Public Safety Ambassador and Community Intervention Specialist programs
- Early 2024 – prioritizing TCOLE elements
 - PSAC and broader community engagement on transit police policies, job descriptions, etc.
 - Continue broader community engagement & events
- Later in 2024 – Other TPD Components
 - Continued engagement on additional policies, CapMetro training, etc., necessary to be in place prior to operations
 - Facility open house
 - Continued broader community engagement & events

Example Engagement: Policy Engagement Process

Internal Drafting & Review

- Transit Police drafts
- Internal team reviews, edits for clarity/formatting, etc.
- Drafts reviewed by CapMetro legal
- Draft signed off by Chief Administrator & CapMetro execs.

PSAC Subcommittee* Review

- Draft presented to PSAC
- CapMetro CE captures comments
- Comments provided to TPD for consideration

* All PSAC & PSAC subcommittee meetings are open to the public and materials are public.

Broader Engagement

- Staff considers PSAC comments and incorporates where appropriate
- Revised draft posted to TPD website for broader feedback
- Comments provided to TPD for consideration

“Final” Draft Published

- TPD documents changes made based on feedback
- “Final” Published to website

Ongoing, General Community Engagement

Note: policies are constantly under revision and review to maintain best practices, community expectations, etc.

Community Initiatives



2024 Focus

- Cleanliness at Transit centers
- Better communications of Code of Conduct
- Maximizing Public Safety & Operations Resources
- Internal messaging
- Security Guards
- Leveraging partner relationships for customer needs
- Continuing establishment activities for CapMetro Police Department

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Thank you!