I. Public Comment:

II. Advisory Committee Updates:
   1. Customer Service Advisory Committee (CSAC)
   2. Access Advisory Committee

III. Board Committee Updates:
   1. Operations, Planning and Safety Committee
   2. Finance, Audit and Administration Committee
   3. CAMPO update

IV. Consent Items:
   1. Approval of minutes from the October 26, 2020 board meeting.
   2. Approval of a resolution adopting the 2021 Board Meeting Calendar.
   3. Approval of a resolution authorizing the President & CEO, or his designee, to execute a contract with OnActuate Consulting US Inc., for implementation of a new financial legal entity for Austin Transit Partnership within the existing financial system in an amount not to exceed $260,000.
   4. Approval of a resolution authorizing the President & CEO, or his designee, to enter into an Interlocal Agreement with Travis County to lease two dispatch positions in the Combined Transportation and Emergency Communications Center (CTECC).
   5. 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 year in an amount not to exceed $202,665.

V. Action Item:
   1. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute contracts for marketing services with Sensis Agency and the Sherry Matthews Group in an amount not-to-exceed $10,307,259 for one base year and three option years.
VI. Presentations:
   1. CARE Update
   2. Project Connect Update

VII. Reports:
   1. President's Report

VIII. Executive Session of Chapter 551 of the Texas Government Code:
   Section 551.076 for a security assessment related to information resources technology and deployment of security personnel and resources; and
   Section 551.074 for personnel matters - discussion of FY2020 President & CEO Performance Evaluation

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; Delia Garza, Vice Chair; Eric Stratton, Secretary; Terry Mitchell; Troy Hill; Ann Kitchen, Jeffrey Travillion 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.
TITLE: Customer Service Advisory Committee (CSAC)
Customer Satisfaction Advisory Committee  
Wednesday, November 18th, 2020  
Virtual Meeting  
6:00 p.m. – 7:30 p.m.

Call to Order:  
Chairman Taylor called the meeting to order at 6:10 p.m.

Introductions:  
Committee members present were: Ephraim Taylor, David Foster, BJ Taylor, David Shapiro, Betsy Greenberg,  
Capital Metro staff present were: Yannis Banks, Tangee Mobley, Jo Anne Ortiz, David Couch  
General Public: Ruven Brooks, Elizabeth Stehl

Community Communications:  
Ruven – What’s the status of the origin & destination study? David Couch - They started it at the beginning of the year in Feb & then covid struck so it is currently on pause due to the decrease in ridership. Ruven says it might show data for those who transit is most essential if the study is done now.  
Ruven – Could the office of an affordable housing area be used for a Metro Rideshare start area? Yannis – In theory I think that could be possible.  
David F – He has been riding the bus again & noticed that people are sitting in seats where they ask people not to sit. Could there be something placed on the seats?  
Tangee – We use to have thin things on the seats but they became hard to maintain. We many need to do more marketing so that people know that aren’t seats for them to be sitting in.

Project Connect Update  
*David Couch, Program Officer, Project Connect*

Dave Couch - Thanks the community & CSAC for their effort & support. During the month of December there will be a 10th joint meeting of CapMetro Board & City of Austin City Council to pass an ILA to allow the formation of the ATP. On Metrorapid we have gone to the FTA and received their approval to enter into the project development phase. We also included ratings for Expo & Pleasant Valley and are currently working on South Lamar phase. We are in constant communication with regional FTA as well as Washington. It is something we have been preparing for and once again big thanks to CSAC and the community on their support for transit.  
Dave S – How involved will the stakeholders be in the decision with the look of the downtown tunnel?  
Dave F – Our next step will be coming back to the community for comments on street configurations. There will be a continuation of the virtual open houses that we started doing in May. They were very successful and had over 17,000 people participated. Dave S – Will it be possible to have the tunnel connect to the convention center?  
Dave F – That is the intent. We are looking into seeing if that will be possible and we are meeting with the convention center on that.
Dashboard Update
Patricia Vidaurri, Manager Performance & Strategic Initiatives

Pat – We have recently added a Covid Dashboard and a Strategic Plan Dashboard. The board approved the Strategic plan at the beginning of 2020. We used the 20 plus measures to put in the dashboard to see how we are performing compared to the measures. Ruven – I use the dashboard all the time and I am impressed and truly appreciate it.

CSAC 2021 Workplan

CSAC

The committee worked on topics that they would like to see covered in 2021. They decided on like the Transit Empowerment Fund, Facilities updates, Service Change, Project Connect updates, Safety, Security, etc.

December Meeting
- Project Connect Update
- Elections

Meeting Adjourned at 7:20
TITLE: Access Advisory Committee
Access Advisory Committee
Wednesday, November 6, 2020
TEAMS
5:30 p.m. – 7:03 p.m.

Call to Order:
Chair Chris Prentice, Access Advisory Committee
Chairman Prentice called the meeting to order at 5:34 p.m.

Introductions:
Committee members present were Paul Hunt, Andrew Bernet, John McNabb, Chris Prentice, Audrea Diaz, Glenda Borne, and Mike Gorse, Otmar Foehner

Capital Metro staff and contractors present were: Martin Kareithi, Chris Westbrook, Jo Anne Ortiz, Ricardo Boulware, Chad Ballentine, Raul Vela, Donna Simmons, Julie Lampkin, Jacob Calhoun

Citizens’ Communication
Members of the public

Otmar – What is the status of Pflugerville joining with the passing of Project Connect? Jacob – It is currently dependent on when City Council & CapMetro can come to an agreement. This first portion of PC that was approved yesterday is apart of the approved area of Austin. Otmar – Is there anything I can do to help? Chad – Contact your city council member in Pflugerville will be helpful. It is in their hands at this point. As soon as they agree to it, we are ready to get it going.

Project Connect Update
Jacob Calhoun, Transit Planner, Project Connect

Austin overwhelmingly supported Proposition A. High-fives to everyone who supported it and was involved. We have hit the ground running and working on advancing Metrorapid & Neighborhood Circulators. We are working on forming the Austin Transit Partnership. They will be in charged of implementing the program.

North Dessau Pickup Zone
Access Committee

Chad – It’s one of the three zones we were looking to do depending on Project Connect passing. I can give and update on the boundaries. It will be south of Wells Branch Parkway. Comes to the edge of Pflugerville on the north. On the south it goes to Yaeger lane on the east. The western edge, southwestern edge of it goes to Harris Branch. It encompasses both sides of Dessau from Parmer Ln up to edge of Pflugerville. It’s a 4 square mile zone as it stands now. It also includes a connection to Techridge. The goal is to make sure we don’t cannibalize any fixed route that is traveling in the area. We have 6 schools, Harris Branch senior Apartments & Harris Branch 55 and older apartments. I’ll take any thoughts/tweaks you would like to see. Chris – North of Parmer lane how close does it get to I-35? Chad – Not very close. Chris – Do you go
south of Parmer? Chad – Just south of Parmer. Glenda – It doesn’t reach her neighborhood of Pioneer Crossing West, off East Braker. Chad – I will let them know there is a desire to serve Pioneer Crossing. Glenda – It’s currently dangerous for me to cross Dessau & East Braker. Chris – Does it service the HEB at Techridge? Chad – It doesn’t go there. There are some smaller stores. I will let them know there is a desire to go to that HEB. The 392 was the border of this zone but it’s something we could look at down the road at possible adjustments. Paul – We have 600 units where I live, if I use Pickup will it come to my designated unite or a specific area? Chad – It will in general pick you up from your door unless we can’t get to your apartment. Paul – Are you going to drop off in Bay E with MetroAccess? Chad – Yes. We still have a few months & we will be doing development. We are several months out from this. We will start our development here soon. Think hard on what will be good for constituents as well. Paul – Would you be interested in doing a meeting to our community in the Clubhouse? Chad – Yes. Chris – I will reach out to the community manager and let her know. Chad – We are looking at a February, maybe March. We have to get them wrapped & fareboxes installed. This will be the first of the 3. The 2\textsuperscript{nd} is Oak Hill & then Manchaca. Dessau has been a high priority area.

**Diversity, Equity and Inclusion Report**

*Access Committee*

Audrea Diaz would like to serve on the committee. Chris asks that she gives reports from the meetings she attends. Glenda suggests that there is a backup. GLENDA IS THE BACKUP.

**2021 Committee Workplan**

*Access Committee*


**Approval of November 2020 Minutes**

*Access Committee*

Glenda motions we table the review in December. Paul 2\textsuperscript{nd}. Passes Unanimously.
Approval of minutes from the October 26, 2020 board meeting.
I. Public Comment:

Zenobia Joseph, citizen, mentioned that she had recently sent a complaint about Hatch Act violations to John-Michael Cortez, who is a special assistant to Mayor Adler. She also feels that a recent Capital Metro ad on KAZI radio is false when it says that the Project Connect plan is more equitable than previous transit plans. There is no transit service between Apple and Samsung and FM 734 is a federally-funded roadway -- there are thousands of apartments in the Parmer/Dessau area. She is also opposed to the Customer Service Advisory Committee resolution in support of Project Connect and asks for the removal of the Chair and the gentleman who put forward the resolution because it does not recognize the poor service north of US 183.

II. Advisory Committee Updates:

1. Customer Service Advisory Committee (CSAC)

Community Involvement Specialist Yannis Banks presented the monthly meeting report. This month CSAC heard an update on Project Connect from Program Officer Dave Couch; an update on Pickup Service and new zones; a presentation on the new fare capping program; and the formation of a new Diversity and Inclusion council for the agency.

There was also discussion of a passing a new resolution related to Project Connect support, but Yannis relayed that the wording had not been finalized and no resolution was passed.

Board member Stratton asked about current vacancies on the committee. Yannis said that there are currently three vacancies and he has applications to pass along to fill those.

2. Access Advisory Committee

Community Involvement Specialist Yannis Banks presented the monthly summary. This month Access members heard an update on Project Connect; an update on the MetroAccess eligibility process during the pandemic; and informational presentations on the new fare capping program and forming of a new Diversity and Inclusion council for the agency.

III. Board Committee Updates:

1. Operations, Planning and Safety Committee

Chair Travillion reported that the committee met on October 14th and considered three Action Items -- one was approved by the committee; one is on the Consent agenda today; and the OPS Committee Charter, which is on the agenda for action today.

2. Finance, Audit and Administration Committee

Chair Mitchell was not present, so no report was given.

3. CAMPO update

Chair Mitchell was not present and no report was given.
IV. Consent Items

RESULT: ADOPTED [UNANIMOUS]
MOVER: Delia Garza, Vice Chair
SECONDER: Sabino Renteria, Board Member
AYES: Cooper, Garza, Renteria, Travillion, Stratton
ABSENT: Mitchell, Kitchen, Hill

1. Approval of minutes from the September 16, 2020 Public Hearing and September 28, 2020 Board Meeting.
2. Approval of a resolution adopting a revised Charter Statement for the Finance, Audit and Administration Committee.
3. Approval of a resolution affirming the Internal Audit Charter.
4. Approval of a resolution adopting the FY2021 Internal Audit Services Plan.
5. Approval of a resolution authorizing the President & CEO, or his designee, to enter into an Interlocal Agreement with the City of Austin for the purpose of participating in cooperative procurement opportunities via the Texas Interlocal Purchasing Cooperative.

V. Action Items:

1. Approval of a resolution adopting a revised Charter Statement for the Operations, Planning and Safety Committee.

Staff Attorney Ayeola Williams presented this item. These changes were presented earlier in the month to the Operations, Planning, and Safety Committee, and at that time there were some discrepancies between the redline and clean versions of the document. Those issues have been resolved, and Ayeola presented a summary of the changes being proposed to the full board. The substantive changes being proposed are to reiterate that the Operations, Planning and Safety Committee is responsible for making recommendations to the board to comply with all applicable laws and regulations, not just ones in the FAST Act; and the addition of a section dealing with committee membership.

RESULT: ADOPTED [UNANIMOUS]
MOVER: Eric Stratton, Board Secretary
SECONDER: Jeffrey Travillion, Board Member
AYES: Cooper, Garza, Renteria, Travillion, Stratton
ABSENT: Mitchell, Kitchen, Hill

2. Approval by the Board of Directors of Capital Metro’s Investment Policy and revision of the investment committee composition.

Controller Susan Renshaw presented this item. This item is the annual approval of the agency’s Investment Policy. There are two changes begin proposed to the policy at this time: clarifying language has been added to Section 1(b) under Scope, referencing transportation authorities being able to invest according to the investment act; and a change designating Susan and CFO Reinet Marneweck as Investment Committee Officers and allowing for additional committee members. Donna Simmons and Illyse Niland would be replaced as officers of the committee, but continue to serve as members.
Board Member Stratton asked for some additional clarification on the role of the committee officers.

Zenobia Joseph, citizen, spoke prior to the vote on this item. Her comments were related to the Finance Committee Charter and this Investment Policy where language specifies "demonstrates integrity", compliance with federal law, and ethics in general. Her take on the agency's 2017 financial plan is that when the agency made route changes in 2018 the Board did not comply with standards according to ridership data provided to the public, and there was also financial information that was not adhered to. Accordingly, the Board is not following the 2018 board-approved Code of Ethics and needs to demonstrate greater honesty and integrity.

**RESULT:** ADOPTED [UNANIMOUS]
**MOVER:** Eric Stratton, Board Secretary
**SECONDER:** Delia Garza, Vice Chair
**AYES:** Cooper, Garza, Renteria, Travillion, Stratton
**ABSENT:** Mitchell, Kitchen, Hill

### VI. Presentations:

1. **Project Connect Update**

Program Officer Dave Couch kicked off the monthly update.

Dave reported that we have begun the NEPA processes for both the proposed Orange and Blue lines, and entered project development on the Expo and Pleasant Valley MetroRapid Lines. Dave further summarized project progress on the Blue Line and presented artist renderings for the station at ABIA.

Vice President of Planning and Development Sharmila Mukherjee then presented slides on recent Red Line progress. Broadmoor Station is advancing as we prepare for construction, and Sharmila also presented a rendering of the new McKalla Station at the Austin FC stadium as design begins. Sharmila also quickly reviewed other infrastructure improvements along other segments of the line.

Chief Customer Officer and COO Dottie Watkins then gave an update on the current bus procurement process. Future transit bus purchases are planned to be all electric, and we are exploring the replacement of other types of vehicles (coach buses, paratransit) with electric as well. Currently the agency is in the process of preparing a procurement for electric bus purchases over a 5-year period.

Finally CFO Reinet Marneweck presented a Customer Technology Update as we transition our payment systems to both app- and account-based. Customers will soon be able to use cash at an extensive retail network to load funds onto the Capital Metro app. We are also rolling out a pilot program to enable fare capping, ensuring that when a customer reaches the cost of a monthly pass with daily rides their fare is capped for the rest of the month at that price.

### VII. Reports:

1. **President's Report**

President Clarke gave his monthly report.

This month's highlights included the recent openings of both the new electric charging facility at the North Ops location and the new Downtown Station. President Clarke thanked the teams and staff members involved in both projects and highlighted some of the improvements that both facilities will bring. He also mentioned a recent award the agency received from the Transportation Research Board for community engagement for a quick pivot on Project Connect community meetings as the pandemic hit earlier this year.

### VIII. Items for Future Discussion:
IX. 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; Delia Garza, Vice Chair; Eric Stratton, Secretary; Terry Mitchell; Troy Hill; Ann Kitchen, Jeffrey Travillion 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.
Approval of a resolution adopting the 2021 Board Meeting Calendar.
SUBJECT:
Approval of a resolution adopting the 2021 Board Meeting Calendar.

FISCAL IMPACT:
This action has no fiscal impact.

STRATEGIC PLAN:
Strategic Goal Alignment:
1. High Quality Customer Experience
2. Engaged Workforce

Strategic Objectives:
1.3 Net Promoter Score/Customer Satisfaction
2.2 Organizational Development

EXPLANATION OF STRATEGIC ALIGNMENT:
Holding regularly scheduled board and committee meetings increases the likelihood of meaningful public input and ensures the timely execution of Agency business.

BUSINESS CASE:
Not applicable.

COMMITTEE RECOMMENDATION:
This agenda item was presented to the full board on November 23, 2020.

EXECUTIVE SUMMARY:
Approval of the Capital Metro 2021 annual Board Meeting Calendar.

Note that due to the emergency measures put in place for the COVID-19 pandemic, 2021 meetings will continue to be held via TEAMS for the time being. After March 1st, any in-person meetings will be held on the first floor of the Travis County Building located at 700 Lavaca Street.

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-2020-1392)
Adoption of the 2021 Board Meeting Calendar

WHEREAS, Section 451.514 of the Texas Transportation Code requires the Board of Directors to hold at least one regular meeting each month to transact the business of the Authority and to set the place, date and time for each meeting.

NOW, THEREFORE, BE IT RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors will hold regular monthly meetings and adopts the schedule laid out in the attached document for calendar year 2021.

________________________
Date: _____________________

Secretary of the Board
Eric Stratton
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<tr>
<th>2021</th>
<th>Committee Meetings</th>
<th>Board Meetings</th>
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<td>10 a.m. (Finance Committee) and 12:30 p.m. (Operations Committee)</td>
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<td>January</td>
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<td>December</td>
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Note: Due to the emergency measures put in place for the COVID-19 pandemic, 2021 meetings will continue to be held via TEAMS for the time being. After March 1st, any in-person meetings will be held on the first floor of the Travis County Building located at 700 Lavaca Street.

All dates subject to change.

Updated: 11/10/20
Approval of a resolution authorizing the President & CEO, or his designee, to execute a contract with OnActuate Consulting US Inc., for implementation of a new financial legal entity for Austin Transit Partnership within the existing financial system in an amount not to exceed $260,000.
SUBJECT:
Approval of a resolution authorizing the President & CEO, or his designee, to execute a contract with OnActuate Consulting US Inc., for implementation of a new financial legal entity for Austin Transit Partnership within the existing financial system in an amount not to exceed $260,000.

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

STRATEGIC PLAN:
Strategic Goal Alignment:
4. Valued Community Partner

Strategic Objectives:
4.4 Project Connect

EXPLANATION OF STRATEGIC ALIGNMENT:
This agenda item will support Project Connect program progress by ensuring that the financial transactions of Austin Transit Partnership (ATP) are managed effectively and independently.

BUSINESS CASE:
As part of the Project Connect initiative, Capital Metro and the City of Austin approved an interlocal agreement in August 2020, to form a joint local government corporation, Austin Transit Partnership (ATP). This agenda item will ensure that the financial transactions of ATP are managed effectively and independently. Capital Metro currently uses Microsoft Dynamics AX as its financial enterprise resource planning (ERP) system. To accommodate the initial financial management of ATP, Capital Metro will create a new and separate financial legal entity within its existing ERP system. This will leverage the software licensing and capabilities we currently have and at the same time meet the requirements for a separate entity at the time of creation of the entity. The future management team of Austin Transit Partnership will then be provided with independent financial records and can self-determine the future ERP system for their organizational needs.

COMMITTEE RECOMMENDATION:
This agenda item was presented and recommended for approval at the Finance, Audit and Administration Committee on November 9, 2020.

EXECUTIVE SUMMARY:
As part of the Project Connect initiative, Capital Metro and the City of Austin approved an interlocal agreement in August 2020, to form a joint local government corporation,
Austin Transit Partnership (ATP). This agenda item will ensure that the financial transactions of ATP are managed effectively and independently by leveraging the existing ERP system to create a separate legal entity to manage the financial transactions of ATP.

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

PROCUREMENT: On August 12, 2020, a Request for Proposals was issued and formally advertised. By the closing date of September 11, 2020, two proposals were received. The evaluation team used the following factors in the evaluation of proposals:

1. The offeror's demonstrated understanding of the project undertaking, the proposed plan for the performance of the work and the technical approach proposed by the offeror, to include the offeror’s methodology and quality of the work plan proposed to meet project objectives.

2. The offeror's demonstrated technical background, past performance and experience on projects of a similar size, scope, complexity and nature; and capabilities of the proposed project personnel.

3. Demonstrated understanding of the requirements in the Technical Specifications, Work Plan and Scope of Work as described in Exhibit F, including the overall quality and completeness of the proposal.

The proposal from OnActuate Consulting US Inc. 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 period of one hundred and twenty (120) calendar days in an amount not to exceed $260,000.

RESPONSIBLE DEPARTMENT: Information Technology
RESOLUTION OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

RESOLUTION (ID # AI-2020-1300)
ATP Legal Entity Addition to Financial System

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to support Project Connect and the new joint local government corporation, Austin Transit Partnership (ATP) that was formed between Capital Metro and the City of Austin; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need for an initial system to maintain and manage independent financial records for ATP, until such time when ATP’s new management team can determine their enterprise resource planning system solution.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to approve a contract with OnActuate Consulting US Inc., for services to implement the new financial legal entity within the existing financial system, Dynamics AX, in an amount not to exceed $260,000.

Date: ______________________

Secretary of the Board
Eric Stratton
Approval of a resolution authorizing the President & CEO, or his designee, to enter into an Interlocal Agreement with Travis County to lease two dispatch positions in the Combined Transportation and Emergency Communications Center (CTECC).
SUBJECT:
Approval of a resolution authorizing the President & CEO, or his designee, to enter into an Interlocal Agreement with Travis County to lease two dispatch positions in the Combined Transportation and Emergency Communications Center (CTECC).

FISCAL IMPACT:
This action will result in a lower annual cost to Capital Metro for the agency's portion of CTECC funding.

STRATEGIC PLAN:
Strategic Goal Alignment:
1. High Quality Customer Experience, 3. Sustainability

Strategic Objectives:
1.1 Safety & Risk, 3.2 Safety Culture

EXPLANATION OF STRATEGIC ALIGNMENT:
Capital Metro is working with our public safety partners at Travis County to optimize use of a shared facility (CTECC) thereby reducing Capital Metro's costs and enabling Travis County to more efficiently deploy their resources.

BUSINESS CASE:
With the opening of Capital Metro's Operations Control Center, the agency's personnel assigned to the CTECC operations floor dispatch positions were moved to North Ops. The most efficient use of the CTECC dispatch positions is to lease them to Travis County for their needs.

COMMITTEE RECOMMENDATION:
This agenda item was presented and recommended for approval by the Operations, Planning and Safety Committee on November 9, 2020.

EXECUTIVE SUMMARY:
When Capital Metro's Operations Control Center opened, the agency's personnel assigned to the CTECC operations floor dispatch positions were moved to that facility at the North Ops site. That move freed up space on the CTECC floor that Capital Metro no longer requires. Travis County is currently looking for space at CTECC, so a lease to the county assists with their needs and allows Capital Metro to recoup the costs associated with the vacated positions.
DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Security
RESOLUTION OF THE  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS  

STATE OF TEXAS  
COUNTY OF TRAVIS  
RESOLUTION (ID # AI-2020-1344)  
ILA with Travis County for CTECC Office Space

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to provide a high quality customer experience while ensuring sustainability; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to maximize the agency's financial resources; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to work with our public safety partners to achieve mutually beneficial public safety goals; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to enter into this Interlocal Agreement with Travis County for two Combined Transportation and Emergency Communications Center operations floor dispatch stations.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to enter into the aforementioned ILA with Travis County for two dispatch positions at the Combined Transportation and Emergency Communications Center..

___________________________________________
Secretary of the Board
Eric Stratton

Date: ___________________________
INTERLOCAL AGREEMENT
FOR REALLOCATION OF POSSESSION OF SPACE
AT
COMBINED TRANSPORTATION, EMERGENCY
AND COMMUNICATIONS CENTER

This Interlocal Agreement (the “Agreement”) is between the County of Travis, and the Capital Metropolitan Transportation Authority, (collectively the “Parties” or individually the “Party”) each acting through their respective duly authorized officers or employees.

1. History of CTECC Participation of Parties

The Parties, the State of Texas, acting through the Texas Department of Transportation (“TxDOT”), and City of Austin (“City”) entered into an Interlocal Agreement that was effective on October 10, 2002 (“Original Agreement”), for the operation and maintenance of a regional Combined Transportation, Emergency and Communications Center (“CTECC”) and related emergency functions. The Parties have participated in the development of the CTECC by providing a site and designing and constructing a Facility and Systems. In 2019, the Parties renewed their participation in CTECC by approving the CTECC Agreement which amended and restated the Original Agreement. The Parties, TxDOT, and City are referred to as the “CTECC Parties.”

The CTECC Agreement provided for, amongst other things, the allocation of the available space at CTECC. The CTECC Agreement allocates a total of 560 square feet to Capital Metro, of which 360 square feet are located in the office suite designated as 520 in Exhibit C to the CTECC Agreement. The remaining 200 square feet are located on the second floor which is the Operations Floor of the CTECC dispatch center and are divided into three semi enclosed spaces of approximately equal size. They are partially enclosed with partial walls and each includes one sit-stand desk, one Herman-Miller Aeron chair, one desk lamp, one two-drawer filing cabinet and one equipment cabinet, and access to utilities. Capital Metro no longer needs the use of 2 of these which total 133 square feet. County needs additional space in which to locate the dispatch operation of its Constables. Capital Metro and County have reached an amicable arrangement to address this opportunity by reallocating the use of the two spaces marked by the yellow dots on the attached Exhibit Z to County.
2. **Term of Agreement.** This Agreement is subservient to the CTECC Agreement and continues only as long as the Parties also remain CTECC Parties to the CTECC Agreement or its successor agreements. This Agreement is subject to written consent of the assignment of rights in it by TxDOT and City (the “other CTECC Parties”).

This Agreement is effective on November 1, 2020 or the date on which the last Party executes it if executed after that (the “Effective Date”). Subsequently, this Agreement automatically renews each October 1st for up to nine (9) additional years, unless earlier terminated due to the termination of the CTECC Agreement or as provided in Section 9. If not terminated earlier, this Agreement terminates on October 1, 2029.

If the Remaining CTECC Parties renew or extend or otherwise continue an agreement that replaces the CTECC Agreement, the term of this Agreement is extended for the same amount of time, unless earlier terminated as provided in Section 9.

3. **Definitions.** Capitalized terms used but not defined in this Agreement will have the meanings assigned to them by the CTECC Agreement.

- **Capital Metro** means the Capital Metropolitan Transportation Authority.
- **CTECC** means Combined Transportation, Emergency and Communications Center, a regional integrated and coordinated combined emergency communications and transportation management center, inclusive of the Facility, structures on and around the Facility on the Site, as well as the Systems on and within the Facility. CTECC houses the Austin-Travis County Emergency Operations Center and supports the operation and maintenance of critical public safety and emergency communications systems for the Austin-Travis County area.
- **CTECC Agreement** means the AMENDED AND RESTATED INTERLOCAL AGREEMENT FOR OPERATIONS AND MAINTENANCE OF THE COMBINED TRANSPORTATION, EMERGENCY AND COMMUNICATIONS CENTER.
- **County** means County of Travis, a corporate and political subdivision of the State of Texas.
- **Day** means calendar day.
- **Employee** includes the Internal Program Employees who are employed directly by a Party to support one or more Systems at the Facility.
Exclusive Facilities means that portion of the buildings, structures, and related Site improvements constructed at 5010 Old Manor Road, Austin Texas, 78723, designated for use by only Capital Metro one of the CTECC Parties as mapped in Exhibit C to the CTECC Agreement.

Program means the Combined Transportation, Emergency and Communications Center Program, which includes the Facility and all of the Shared Systems and Internal Program Systems housed and managed within the Facility.

Reallocated Use Space means the 24% of the 560 square feet of space allocated to Capital Metro in the CTECC Agreement which includes an office suite (520) and 3 spaces in the second floor Operations Floor which functions as the CTECC dispatch center. These 3 spaces each include one sit-stand desk, one Herman-Miller Aeron chair, one desk lamp, one two-drawer filing cabinet and one equipment cabinet, and access to utilities. The Reallocated Use Space includes approximately 133 square feet divided into two spaces which are shown on Exhibit Z – A1 Furniture Plan – Entry Level of this Agreement and are designated by yellow dots and the lettering “CAPMET” on the Plan.

Reallocated Use Space Fee means an annual fee of 24% of the cost allocated to Capital Metro in Exhibit B—Budget Current Year in the Amendment to the CTECC Agreement for the current County Fiscal Year for each full year of use and prorated in the first year of this Agreement which provides for use during eleven (11) months of the initial year.

Remaining CTECC Parties means those CTECC Parties who remain committed to the CTECC Agreement if one or more other Parties withdraw.

Working Day means Monday through Friday except for the following holidays celebrated on the day noted:

- New Year’s Day: January 1 or Monday after if that date is on a weekend
- Confederate Heroes: January 19
- MLK Day: Third Monday in January
- President’s Day: Third Monday in February
- Texas Independence Day: March 2
- San Jacinto Day: April 21
- Memorial Day: Fourth Monday in May
- Independence Day: July 4th or Monday after if that date is on a weekend
- Labor Day: First Monday in September
- Veteran’s Day: November 11 or Monday after if that date is on a weekend
4. **Purpose.** The purpose of this Agreement is to authorize County to have exclusive use of a portion of the Facilities allocated to Capital Metro in the CTECC Agreement in accordance with all applicable Legal Requirements.

5. **Amendment of Agreement.** Amendments to this Agreement involve changes in the use of Facilities of the Parties and similar long-term changes. These may be initiated by either Party. An amendment to the Agreement is not effective until approved by the governing bodies, or their legally authorized representative, of both Parties. Capital Metro’s President and CEO or their designee will have the authority to negotiate and execute amendments to this Agreement without further action by the Capital Metro Board of Directors to the extent necessary to implement and further the clear intent of the respective governing bodies, but not in such a way as would constitute a substantive modification of this Agreement’s terms and conditions or otherwise violate Chapter 791 of the Texas Government Code.

6. **Reallocation of Use.** Capital Metro authorizes County to use the Reallocated Use Space. County expects to use the Reallocated Use Space for dispatch operations for the Travis County Constables but reserves the right to use it for other dispatch operations if County needs change during the continuation of this Agreement.

   Capital Metro and County acknowledge that this reallocation applies only to the use of the Reallocated Use Space and does not in any way affect Capital Metro’s obligations and rights under the CTECC Agreement as amended annually, in particular:

   6.1 Capital Metro’s obligations for payment of amounts due based on Exhibit B – Budget Current Year,

   6.2 Capital Metro’s level of participation as shown in Exhibit B-1 Participation Table (Cost Allocation)

   6.3 Capital Metro’s voting rights.
For the purpose of determining compliance with occupancy limits and only for that purpose, any County employees using the Reallocated Use Space are counted as if they were Capital Metro’s employees.

7. **Reallocation Use Space Fee.** County shall pay Capital Metro the Reallocation Use Space Fee each year in one installment no later than December 31 of each year, except as otherwise provided in this Agreement.

The first Reallocation Use Space Fee is for use from November 1, 2020 through September 30, 2021, which is eleven months and the fee equals $129,145. This fee is payable in one installment no later than December 31, 2020.

The Reallocation Use Space Fee for County Fiscal Years ending September 30, 2022 and after is for a full calendar year. The Reallocation Use Space Fee for these subsequent County Fiscal Years shall be calculated based on the formula in the definition and Capital Metro shall send County an invoice no later than October 1 of each year indicating the cost allocated to Capital Metro in Exhibit B—Budget Current Fiscal Year to the CTECC Agreement for the current County fiscal year, and the annual fee due to Capital Metro from County.

8. **Performance of Obligations Under CTECC Agreement.** County shall preform all of its obligations under the CTECC Agreement and maintain its participations as a CTECC Party under the CTECC Agreement.

Capital Metro shall perform all of its obligations under the CTECC Agreement and maintain its participations as a CTECC Party under the CTECC Agreement.

If Capital Metro does not pay the costs allocated to it based on the total costs in Exhibit “B”—Budget Current Year and the percentages in Exhibit “B-1” Participation Table (Cost Allocation) by December 1, of any year, Capital Metro authorizes County to forward its annual installment payment to the City of Austin as a payment on behalf of Capital Metro for its funding obligations under the CTECC Agreement.

9. **Termination.**

9.A. **Voluntary Termination.** This Agreement may be voluntarily terminated by the agreement of the Parties. Either Party may withdraw from this Agreement and
terminate its participation in this Agreement (“Terminating Party”) by giving eighteen (18) months written notice to the other Party. The termination becomes effective on the first Day after the eighteen (18) month notice period ends (“Effective Termination Date”). The County must continue to pay the Reallocated Use Space Fee to Capital Metro up to its Effective Termination Date. If it does so, the County may continue to use the Reallocated Use Space until its Effective Termination Date. If it fails to do so, the County’s ability to use the Reallocated Use Space immediately terminates through the Effective Termination Date. If the County continues to pay the Reallocated Use Space Fee, Capital Metro must continue to allow County to use Reallocated Use Space up to its Effective Termination Date.

9.B. **Termination for Cause.** Capital Metro may terminate the Agreement for cause, including County’s failure to fully pay the Reallocated Use Space Fee, by delivery of a written notice of default which specifies the default under a material provision of this Agreement and indicates that the default must be cured within thirty (30) Days or this Agreement automatically terminates. However, if the County begins to cure the default, the thirty (30) Day cure period continues to be extended as long as the County continues to diligently prosecute the cure to completion. County may terminate the Agreement for cause by delivery of a written notice of default which specifies the default under a material provision of this Agreement and indicates that the default must be cured within thirty (30) Days or this Agreement automatically terminates. However, if Capital Metro begins to cure the default, the thirty (30) Day cure period continues to be extended as long as the Capital Metro continues to diligently prosecute the cure to completion.

9.C. **Rights of the Parties upon Termination or Expiration of Agreement.** Within thirty (30) Days after termination or expiration of this Agreement, County shall remove its separate personal property, furniture, fixtures and equipment, including any property the removal of which may cause non-structural damage to the Facility. Any non-structural damage must be repaired to the reasonable satisfaction of Capital Metro within fifteen (15) Working Days after the County has removed its property. Forty-five (45) Days after termination or expiration of this Agreement,
Capital Metro may enter and peacefully assume possession and may take possession by summary proceedings, or by action at law or in equity or by force or otherwise, without being liable in trespass or for any damages. However, upon termination or expiration of this Agreement, the Parties may elect to continue this Agreement by mutual agreement of the Parties instead of implementing this section.


10.A. Disputes under this Agreement are addressed as Internal Disputes not involving the General Manager as required in section 18 of the CTECC Agreement.

10.B. A dispute may be withdrawn at any time during the Dispute Resolution process.

11. Miscellaneous.

11.A. Interlocal Agreement. This Agreement is an Interlocal Agreement authorized and governed by the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code. Each Party represents that in the performance of its respective obligations in this Agreement, it is carrying out a duly authorized governmental function, which it is authorized to perform individually under the applicable statutes of the State of Texas and/or its charter. Each Party represents that the compensation to be made to the Party in this Agreement is in an amount intended to fairly compensate each Party for the services or functions each provides, and is made from current revenues available to the paying Party.

11.B. No Assumption of Liability. No Party assumes the liability for the actions of employees of the other Party. No Party is responsible for the acts or omissions of the other Party regarding the use, maintenance or updating of any equipment located within the CTECC.

11.C. Immunity as a Defense. Neither signatory Party has agreed to waive any defense, right, immunity, or other protection under law including any statutory provision, by entering into this Agreement.

11.D. Relationship of Parties. The Parties acknowledge that they are not an agent, or employee of the other Party, and that each Party is responsible for its own acts and deeds and for those of its agents and employees. The Parties expressly acknowledge that this Facility is not a joint venture, enterprise, or partnership. However, if a court
should find that the Parties are engaged in a joint venture, enterprise, or partnership, then the responsible Party shall pay any liability adjudicated against the other Party for acts and deed of the responsible Party, its employees or agents.

11.E. **Retention of Defenses.** The Parties acknowledge that neither this Agreement nor the use of the Facility by the Parties affect, impair, or limit their respective immunities and limitations of liability to the claims of third parties, including claims predicated on premises defects.

11.F. **Notices.** Notices required under this Agreement must be in writing and delivered personally or sent by certified U.S. Mail, postage prepaid, addressed to such Party at the following respective addresses:

**County:**
County of Travis, State of Texas  
P. O. Box 1748  
Austin, Texas 78767  
ATTENTION: County Executive, Emergency Services

**Cap Metro:**
Capital Metropolitan Transportation Authority  
700 Lavaca  
Austin, Texas 78702  
ATTENTION: President and CEO  
With a copy to the Chief Counsel

All notices so given are deemed given on the date delivered or transmitted or deposited in the mail. The Parties may change their address by sending written notice of the change to the other Party in the manner provided for in Section 11.F.

11.G. **Assignment.** Because this Agreement is subservient to the CTECC Agreement which based upon the special qualifications of each Party, any assignment or other transfer of any rights under this Agreement or any part of it without the express consent in writing of the other CTECC Parties is void.

11.H. **Entire Agreement.** The entire agreement between the Parties is contained in this Agreement and its Exhibits and no change in or modification, termination, or discharge of this Agreement in any form whatsoever is valid or enforceable unless it is in writing and signed by duly authorized representatives of the other Party.

11.I. **Severability.** If any provision of this Agreement is, to any extent, rendered invalid or unenforceable, the remainder of this Agreement is not affected, and each other
provision of this Agreement remains valid and enforceable to the fullest extent permitted by law.

11.J. Non-waiver. Failure of a Party to exercise any right or remedy for a breach or default of any other Party does not waive that right or remedy if a subsequent breach or default occurs.

11.K. Authority of Signatories. Each Party represents to the other Party that the representative signing this Agreement on its behalf has been duly authorized by the governing body of that Party in compliance with Texas law.

11.L. Further Assurances. Each Party agrees to perform all other acts and execute and deliver all other documents that may be necessary or appropriate to carry out the intent and purposes of this Agreement.

11.M. Exhibits. The Exhibits, which are attached hereto and described below, are incorporated herein and made a part hereof for all purposes.

Exhibit List

Exhibit Z – A1 Furniture Plan – Entry Level

11.N. Occupancy Limits. County must assign staff who are directly involved in the day to day emergency management or transportation management or emergency call handling and dispatch operations of the County to work on a daily or regular basis at the Exclusive Facilities reallocated to it at CTECC.

11.O. Gratuities

Any person who is doing business with or who reasonably speaking may do business with a Party under this Agreement may not make any offer of benefits, gifts, or favors to employees of the Parties.

11.P. Duplicate Originals This document may be executed in duplicate originals.

TRAVIS COUNTY, TEXAS

Date: ___________  By: _________________________________

Samuel T. Biscoe, County Judge
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY

Date: ___________  By: __________________________________________

Randy Clarke, President and CEO

TEXAS DEPARTMENT OF TRANSPORTATION gives its express consent to the assignment in this Agreement of the right to use Exclusive Facilities allocated to Capital Metro in the CTECC Agreement to County.

FOR THE STATE OF TEXAS
TEXAS DEPARTMENT OF TRANSPORTATION

Date: ___________  By: __________________________________________

James M. Bass, Executive Director

CITY OF AUSTIN gives its express consent to the assignment in this Agreement of the right to use Exclusive Facilities allocated to Capital Metro in the CTECC Agreement to County.

CITY OF AUSTIN

Date: ___________  By: __________________________________________

Rey Arellano, Assistant City Manager
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 year in an amount not to exceed $202,665.
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 year in an amount not to exceed $202,665.

FISCAL IMPACT
Funding for this action is available in the FY2021 Operating Budget.

STRATEGIC PLAN:
Strategic Goal Alignment:
3. Sustainability

Strategic Objectives:
3.6 Adherence to State of Good Repair Program

EXPLANATION OF STRATEGIC ALIGNMENT:
Maintaining a robust and reliable network and security infrastructure ensures reliable access to systems available to both 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 and 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 arise. This infrastructure is the backbone of our network that provides access to service enabling and customer facing technology.

COMMITTEE RECOMMENDATION:
This agenda item was presented and recommended for approval at the Finance, Audit and Administration Committee on November 9, 2020.

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 project due to limited subcontracting opportunity. The request for pricing was submitted to six contractors on DIR who are authorized to resell Cisco products, three of which were certified small businesses. However, the selected vendor was determined to be the best value to the agency and was not a certified small business.

PROCUREMENT:
The Authority 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.

Additionally, on October 20, 2020, pricing for Cisco SmartNet Hardware Support was requested from six (6) authorized resellers under Cisco’s DIR contract. By the closing date of October 27, 2020, four (4) of the resellers responded with pricing for one year of Cisco SmartNet Hardware Support.

The pricing provided by Presidio Networked Solutions Group is the best value to the Authority, considering lowest price as the determining factor for award. 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:

<table>
<thead>
<tr>
<th>Description</th>
<th>Not to Exceed Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>One (1) Year of Cisco SmartNet Hardware Support</td>
<td>$202,665</td>
</tr>
</tbody>
</table>

RESPONSIBLE DEPARTMENT: Information Technology
RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

RESOLUTION (ID # AI-2020-1301)
Cisco Smartnet Support Renewal

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 NOW, 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 year in an amount not to exceed $202,665.

__________________________
Date: ______________________

Secretary of the Board
Eric Stratton
Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute contracts for marketing services with Sensis Agency and the Sherry Matthews Group in an amount not-to-exceed $10,307,259 for one base year and three option years.
SUBJECT:
Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute contracts for marketing services with Sensis Agency and the Sherry Matthews Group in an amount not-to-exceed $10,307,259 for one base year and three option years.

FISCAL IMPACT:
Funding for this action is available in the FY2021 Operating Budget.

STRATEGIC PLAN:
Strategic Goal Alignment:
1. High Quality Customer Experience
4. Valued Community Partner

Strategic Objectives:
1.2 Continuous Improvement, 1.3 Dynamic Change, 3.2 Safety Culture, 4.3 Value of Transit, 4.4 Project Connect

EXPLANATION OF STRATEGIC ALIGNMENT:
These contracts support the research necessary to understand our customers and measure community perception, ensure resources for support of marketing communications in key Capital Metro projects, and provide support for the ongoing development of Capital Metro’s internal web and digital properties. These contracts will support long-term strategic projects such as Project Connect as well as campaigns associated with the Value of Transit, Ridership, Safety and special events.

BUSINESS CASE:
This contract will allow Capital Metro to work on projects that support the Strategic Plan in a highly flexible manner. The disciplines covered in these contracts supplement the skill sets of the Marketing and Communications team, allow Capital Metro to engage these professionals on an as-needed basis through task orders and allow Capital Metro to provide a full range of marketing and communications services. This is a task order contract and the not-to-exceed contract award amount does not constitute a commitment to pay.

COMMITTEE RECOMMENDATION:
This agenda item was presented and recommended for approval at the Operations, Planning and Safety Committee meeting on November 9, 2020.

EXECUTIVE SUMMARY:
Capital Metro maintains a small staff in its Marketing Department and depends upon
contracted marketing agencies to provide assistance with the development of campaigns and strategies to achieve objectives in the Agency's strategic plan. The professional services within the contract are divided into four modules:

Module 1: Communications, public relations and social media services

Module 2: Multimedia marketing and advertising services

Module 3: Consumer, market, customer experience and user experience research

Module 4: Web strategy, design, SEO, UX and content development.

Each of these modules is awarded to a single contractor due to the need for a consistent strategic approach for these services.

DBE/SBE PARTICIPATION:
The DBE goal is 12%. The prime contractors will meet the goal utilizing the following DBE subcontractors:

<table>
<thead>
<tr>
<th>Prime Contractors</th>
<th>DBE Subcontractors</th>
<th>Race/ Gender</th>
<th>Services / Products</th>
<th>DBE Responsive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sherry Matthews Inc. Austin, TX</td>
<td>Competitive Creations LLC., Austin, TX</td>
<td>Hispanic Female</td>
<td>Event marketing, outreach, street teams, event staffing</td>
<td>12%</td>
</tr>
<tr>
<td>Sensis Inc. Austin, TX</td>
<td>Customer Research International, San Marcos, TX</td>
<td>Caucasian Female</td>
<td>Quantitative Surveys</td>
<td>12%</td>
</tr>
</tbody>
</table>

PROCUREMENT: On July 10, 2020, Request for Proposals was issued and formally advertised with a closing date of August 25, 2020. Eight (8) proposals were received by the closing date. Proposals were evaluated based on the following:

(1) The offeror's understanding, experience and expertise of the market, and work plan that demonstrates how the full range of services within the module will be performed by the offeror.
(2) The offeror’s demonstrated, relevant work experience and capabilities of the firm as a whole and of the proposed project personnel on projects of a similar size, scope, complexity and nature.

(3) Module 1 only – The offeror’s experience with media relations and demonstrated success in creating brand value through public relations, media relations and social media. The contractor must have strong ties to and experience with Central Texas media and the City of Austin.

(4) Module 2 only – The offeror’s demonstrated experience and demonstrated success in targeting key markets to promote customer growth and demonstrated experience and success in delivering comprehensive marketing plans that achieve strategic goals.

(5) Module 3 only – The offeror’s workplan for delivering the full range of research services described in the scope of services and demonstrated success in providing insights that guide tactics for achieving strategic goals.

(6) Module 4 only – The offeror’s experience using Sitefinity or similar CMS tools, SEO, UX, analytics, content management and content targeting to improve the digital customer experience and demonstrated success in the implementation of strategies and tactics that showed quantifiable improvements.

(7) Demonstrated experience with successful outcomes for the execution of tasks within the public transit industry.

Oral discussions were held with four (4) firms. Following oral discussions and receipt of final proposal revisions (FPRs) the evaluation team recommended the following contract awards:

<table>
<thead>
<tr>
<th>MODULE</th>
<th>PROPOSER</th>
</tr>
</thead>
<tbody>
<tr>
<td>1- Communications, public relations, and social media services</td>
<td>Sensis, Inc.</td>
</tr>
<tr>
<td>2- Multimedia marketing and advertising services</td>
<td>Sherry Matthews Group</td>
</tr>
<tr>
<td>3 -Consumer, market, customer experience and user experience research</td>
<td>Sherry Matthews Group</td>
</tr>
<tr>
<td>4 - Web strategy, design, SEO, UX and content development</td>
<td>Sherry Matthews Group</td>
</tr>
</tbody>
</table>

The contracts are Indefinite-Quantity, Indefinite-Delivery Task Order contracts for the supplies and services specified. The fully burdened hourly rates were determined fair and reasonable based on current market research, industry pricing, and pricing included in the competitive proposals. The term of the contracts shall be one (1) base year from the contract award date, with three (3) one-year option periods, for a total cumulative not-to-exceed amount of $9,370,236 over all four (4) modules:

<table>
<thead>
<tr>
<th>Period</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Year 1</td>
<td>$2,239,740</td>
</tr>
<tr>
<td>Option Period 1, Yr 2 of the Contract</td>
<td>$2,306,932</td>
</tr>
<tr>
<td>Option Period 2, Yr 3 of the Contract</td>
<td>$2,376,140</td>
</tr>
<tr>
<td>Option Period 3, Yr 4 of the Contract</td>
<td>$2,447,424</td>
</tr>
<tr>
<td></td>
<td>Amount</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$9,370,236</td>
</tr>
<tr>
<td>10% contingency</td>
<td>$937,023</td>
</tr>
<tr>
<td>TOTAL w/contingency</td>
<td>$10,307,259</td>
</tr>
</tbody>
</table>

RESPONSIBLE DEPARTMENT: Marketing
RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

RESOLUTION (ID # AI-2020-1371)
Marketing Services RFP

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to educate and inform its customers and the larger public of its service offerings, changes and improvements; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to maintain marketing services contracts with the flexibility to provide a full range of services to accomplish its goals and objectives.

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 contracts with Sensis Agency for Module 1 Communications, public relations and social media services, and the Sherry Matthews Group for Module 2 multimedia marketing and advertising services, Module 3 consumer, market, customer experience and user experience research and Module 4 web strategy, design, SEO, UX and content development in an amount not-to-exceed $10,307,259 for one base year and three option years.

______________________________________________
Date: ________________________

Secretary of the Board
Eric Stratton
TITLE: CARE Update
CARE Program Update and January Service Change

Sharmila Mukherjee, EVP Planning & Development
Roberto Gonzalez, Director, Service Planning

November Board Meeting
Recovery Philosophy

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

Metro
Creating Safe Places & Applying Resources Wisely and Equitably

- Hand Sanitizers installed
  - Mounted dispensers were installed at key stops
  - On-board dispenser installation in progress
- Masks are available for customers in need
- Contactless Fare Phase I Pilot - Fare Capping is underway
Pleasant Valley Super Stop

• Focused on customer convenience

• Amenities include
  • larger shelters with benches,
  • solar power towers
  • security cameras
  • e-paper signs
Relying on Data for Decisions

- Using daily boarding data to identify ridership trends
  - Vehicle capacity with social distancing
  - Additional vehicles to support social distancing needs and avoid any potential ‘overcrowding’
  - Ridership Modeling with customized levers (UT in session with hybrid learning)
  - Revenue Service Hour Forecasting

TOTAL RIDERSHIP 1,429,353
Considerations for January 2021 Service Levels

City of Austin / Travis County
- Stay at Home Orders extended to December 2020 (as of mid-August 2020)
- City of Austin Departments – tentative plans to return Spring 2021

State of Texas
- Tentative Plans based on Governor’s Open Texas Report
- Some State Office workers to partially return Fall 2020 and into Spring 2021

University of Texas
- Primarily on-line courses in Fall (ending Thanksgiving)
- No confirmed plans for Spring in-person classes

AISD
- Partial attendance mid-October 2020
- No confirmed plans for Spring in-person classes
Reminder of Fall 2020 Service Changes

Partial Restoration of Service

• **Additional Frequency on Select Routes**
• **Increase Span of Service on Weekdays and Saturdays**
• **Resume School Service**
  - UT Shuttle
  - School trips on local routes (*when schools are open*)
• **Adjust Running Times** – Minor adjustments due to lower ridership / less congestion
• **MetroRail, MetroExpress & Flyers** – Continue reduced service levels
Overview of Spring 2021 Changes

Minor Adjustments of Service

• **Adjust Running Times** – Minor adjustments due to ridership / travel conditions
• **MetroExpress & Flyers** – Continue reduced service levels
• **MetroRail** – Minor adjustments due to opening of Downtown Station
• **Maintain Higher Frequency on Select Routes**
• **Maintain Current Daily Spans of Service** (Wk, Sat/Sun)
• **Minor Adjustments to School Service** (based on need)
  o UT Shuttle & School trips on local routes
• **New Facilities** – ACC Riverside & Eastside Bus Plaza
Eastside Bus Plaza

Multi-Governmental Partnership
- Capital Area Rural Transportation System (CARTS)
- Capital Metro (CMTA)
- City of Austin (COA)
- Texas Department of Transportation (TxDOT)
- Central Texas Regional Mobility Authority (CTRMA)

Multi-Modal
- CARTS
  6 Routes (Rural and Surrounding Area Cities)
- CMTA MetroBus
  Route 4 East 7th St (Frequent)
  Route 17 Cesar Chavez (Frequent)
  Route 217 Montopolis (Frequent)
- CMTA PickUp & CMTA MetroBike

Facility Details
- Dedicated Bus Bays / Passenger Waiting Area / Restrooms
- New Traffic Signal at Shady/Cesar Chavez
ACC Riverside

Partnership
• Capital Metro (CMTA)
• Austin Community College (ACC)
• City of Austin (COA)

Services
• CMTA MetroBus
  o Route 217 Montopolis (Frequent)
  o Route 311 Stassney (Frequent)
  o Route 310 Parker/Wickersham (30-minute)
  o Route 350 Airport Rd (30-minute)
• CMTA MetroBike

Facility Details
• Dedicated Bus Lane
• New Passenger Area
• New Amenities (including Lighting and Security)
C A R E Dashboard Preview

Total Ridership

Top 5 Ridership Routes

MetroAccess Ridership

Social Distancing

Total Meals Delivered

587,641

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

Extra measures:
- 534 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 COVID19 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.
Evaluate Our Results & Adapt

• Continued commitment to operator, staff, customer, and community safety
• Continued commitment to being reliable, agile, and equitable in recovery planning
• Focused on Intermediate Term Restoration and Growth
  - Plan Presented at June Board
  - Monthly Update to the Board of Directors
  - Intermediate and Longer-term Considerations focus on Customer Technology Updates
THANK YOU!

METRO
TITLE: Project Connect Update
Austin Transit Partnership Update

November 23, 2020
ATP Board Next Steps

STEP 1: Submit resume and letter of interest via AustinTransitPartnership.org. Applications due by November 27.

STEP 2: Experience, qualifications and substitute experience will be independently verified and provided to the joint Capital Metro-Austin City Council nominating committee.

STEP 3: Nominating committee will submit nominees for appointment at a December 18 joint meeting of the Austin City Council and Capital Metro Board of Directors.

STEP 4: Inaugural ATP Board will meet January 20 to approve bylaws, elect officers and adopt an interim budget.
Project Connect Program Sequence

LIGHT RAIL
- Orange Line (LRT)
- Blue Line (LRT)

METRORAIL
- Red Line (Commuter Rail)
- Green Line (Commuter Rail)

METRORAPID
- Phase I
- Gold Line (Complete NEPA)

METROEXPRESS & PARK AND RIDES

METROBUS & METROACCESS

CUSTOMER TECH SYSTEMS

ANTI-DISPLACEMENT INVESTMENTS

YEARS
1 2 3 4 5 6 7 8 9 10 11 12 13

- NEPA / Preliminary Engineering
- Final Design / Procurement
- Construction / Commissioning

$100 million $100 million $100 million

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**Project Connect – Program Next Steps**

**December – January**
- Initiate BCG Strategic Program Delivery Risk Analysis and ATP Roadmap
- Initiate development of ATP Community Advisory Group
- Initiate Broadmoor Station Red Line construction, McKalla station design
- Launch Mobile App Fare Capping pilot, Cash-to-Mobile App at Retail Outlets

**February – May**
- 12/18: Joint Capital Metro Board - City Council meeting:
  - Approve articles of incorporation, bylaws
  - ATP Board selected
  - Approve Capital Metro-ATP, City of Austin-ATP support services ILAs
- 1/20: First ATP Board meeting:
  - Adopt bylaws, budget, support services ILAs, elect officers
- Initiate ATP Board hiring of independent auditor
- Initiate Orange, Blue Line NEPA virtual community meetings
- Initiate MetroRapid Expo, Pleasant Valley, Menchaca/Oak Hill and Gold Line community engagement
- CapMetro app integration with Pickup for fare payment and trip planning
- Community engagement on new Pickup zones
- Federal Notice of Intent for Orange, Blue Lines

**June – September**
- Approval of Anti-Displacement Program Funding Grant Agreement
- Approval of triparty Joint Powers Agreement between City of Austin, Capital Metro, ATP
- Continuing Orange, Blue Line NEPA virtual community meetings
- Continuing community development of new Pickup zones
- Initiate Red Line double tracking construction between Leander and Lakeline Stations
- Initiate rail program best practices review and intercity site visits

**October – January**
- Initiate construction on MetroRapid Expo and Pleasant Valley lines
- Launch of new Full Account-Based Fare System
  - Fare Capping
  - Smart Card
  - Virtual Card program
- Annual City of Austin, Capital Metro, ATP triparty meeting with management and independent audit reports
- Continuing Orange, Blue Line NEPA virtual community meetings
- Approval of Anti-Displacement Program Funding Grant Agreement
- Approval of triparty Joint Powers Agreement between City of Austin, Capital Metro, ATP
- Continuing Orange, Blue Line NEPA virtual community meetings
- Continuing community development of new Pickup zones
- Initiate Red Line double tracking construction between Leander and Lakeline Stations
- Initiate rail program best practices review and intercity site visits

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THANK YOU!